



4181 Camino Coyote

Las Cruces, NM 88001

P: 575 532-6006 F: 575 532-9049

[www.fullbloompediatrics.com](http://www.fullbloompediatrics.com)

Dear New Patient and Family:

Hello! Welcome to our practice. We look forward to providing you with efficient, up-to-date pediatric care today and for many years to come.

We are primary care pediatricians who take care of the general needs of infants and children. We specialize in the care of children with special health care needs. We are certified by the American Board of Pediatrics. We choose to be in a small private practice because this setting provides more intimate, continuous care for your child.

Our office is open Monday through Thursday, 8 a.m. to 5 p.m., and Friday's from 8 a.m. to 4 p.m. except for holidays. We don't see patients on Wednesday afternoons, but the office is open so your other needs can be met.

Our aim is to keep our own patient populations—we will see our own patients for their well child exams. We will see each other's sick patients if necessary. If you have a strong preference, please let us know.

We welcome both parents at your child's appointment. If one of the parents is unable to attend the child's appointment, we ask that the parent who was at the visit convey the contents of the child's visit to the other parent. **If for any reason neither parent can attend the child's appointment, we require a hand written signed letter authorizing said person to bring the child in the parents place. Please give the letter to the receptionist at the time of the visit. This letter is ONLY good for that one visit, unless the letter is notarized it will be good for one year.**

Please call **FOR AN APPOINTMENT** early in the morning if your child is sick. Your child most likely will be seen the same day you call. If you cannot keep an appointment or you will be late, please give us the courtesy of a call. If you arrive late, your child probably will have to wait until on-time children are seen. If you arrive 20 minutes late for your appointment without notifying us, the appointment will be re-scheduled. If you consistently fail to keep appointments without notifying us, your child risks discharge from the practice.

If you have a problem after hours, call the office number and our phone numbers are available on our voicemail. We will take calls until 10 p.m. At that time, we turn our phones off. We turn them back on at 7 a.m. weekdays and 8 a.m. weekends. If you need advice between 10 p.m. and 7 a.m., these numbers are available to you:

1-877-725-2552	Statewide Nursing Hotline
1-800-564-8596	Molina Healthcare Nurse Advice Line
1-888-730-2300	Presbyterian Centennial Nurse Advice Line

If you have commercial insurance, check to see if your plan has an "Ask a Nurse" line. Always remember that if your child is doing something that really scares you, go to the hospital emergency room right away.

We will be happy to provide you with a copy your child's medical record. There is a minimum charge of \$15.00. A copy of your child's shot record can also be provided. There is no charge for the first replacement and a \$5.00 charge for additional replacements. The fees for these services must be paid in advance.

Please give us at least 24 hours advance notice for prescription refills and referrals.

Thanks for your cooperation. Raising a child is a wonderful adventure. Raising a healthy child involves a partnership between the child's parents and his or her pediatrician. We can do it together!