Welcome to Our Practice

It is a pleasure to be able to provide pediatric care to Cloudcroft and surrounding communities. Thank you for joining our practice and we hope that you and your family will feel that Bloom and Grow Pediatrics is a place you can trust for your child’s health care needs.

# LOCATION AND OFFICE HOURS:

 1315 Burro Ave Cloudcroft, NM 88317 Phone: 575-682-2002 Fax: 575-682-2003

 We are located directly behind the Cloudcroft Fire Station, 2 doors down from the Cloudcroft Brewery

 Mailing Address: PO Box 1902 Cloudcroft, NM 88317

 Monday and Tuesday 9 am to 5 pm Thursday and Friday 9 am to 5 pm Closed Wednesday

# APPOINTMENTS

All patients are seen by appointment. Sick children can usually be seen the same day. We advise you to call as early in the day as possible if your child is ill. Physical exams must be scheduled in advance. It is the parent’s responsibility to keep appointments for his or her child. We understand that there are occasional circumstances that may keep you from the appointment. When this happens, we request 24 hours advance notice for physical exams and two hours for sick visits. It is our policy to charge $25 for an office visit that is missed without advance notice. We reserve the right to dismiss a patient from the practice who misses more than three appointments without notice. If a patient arrives fifteen minutes or later past the scheduled appointment time, we reserve the right to reschedule the appointment, based on the overall volume of patients for that day.

## NEW PATIENTS

Bloom and Grow Pediatrics would love to watch your child grow up and be able to provide your family pediatric medical care long term. We want to provide medical care meets and hopefully exceeds your expectations. You are welcome to schedule a “Meet and Greet” with Susan prior to scheduling your first appointment. Please contact our office to schedule. New patients should arrive 15 minutes prior to your first appointment to complete registration forms or bring completed copies of the forms that can be printed from our website at [www.bloomandgrowpeds.com.](http://www.bloomandgrowpeds.com.)We will also provide you with instructions on how to access the patient portal to complete forms, view your child’s medical information, and complete developmental surveys. Be sure to bring your insurance card and office co-pay, if applicable. For co-pays and deductibles, we accept cash, personal check, and most major credit cards.

## HEALTH INSURANCE

We participate with most insurance plans in the area. If you have any questions regarding which companies we contract with, please call.

 Insurance-related rules:

* Your insurance plan requires that you present your current insurance card at the time of service.
* Although we will assist you, it is ultimately your responsibility to be aware of the extent of your coverage, limitations and exclusions before the time of service. This includes well child care and use of laboratory facilities. If services received are not covered by your plan, it is ultimately your financial responsibility to provide payment for these services.
* If you have a co-pay or deductible, your plan’s contract with both our practice and you as the patient requires us to collect this at the time of service.

## PRESCRIPTIONS AND REFILLS

Refills for all medications require three business days. Your child may be required to have an appointment before a refill is issued. For your convenience, all medications can now be sent electronically to the pharmacy of your choice.

## FORMS AND MEDICAL RECORDS

There is a form fee for completion of school and camp forms. Please allow seven to ten business days from the time of request to complete all forms. Forms needed within 48 hours may be ordered with an expedited fee. There is a medical record copy fee per child per chart. Please allow 14 business days for the completion of medical records. Fees must be paid prior to release.

## PATIENT PORTAL

Our patient portal will link you to us securely and provide you with valuable information anytime you need it.

Features:

* Register as A New Patient
* Make Online Payments
* Prescriptions Refill Requests
* School and Camp Form Requests
* Request Future Appointments
* View Lab Results Online
* View Immunization Records, Allergy Lists and Asthma Action Plans
* Send Non-Urgent Messages

## FINANCIAL RESPONSIBILITY

We will file our charges with your insurance carrier if we contract with the plan. In order to file, we need a current copy of the child’s insurance card at every visit. If you do not have evidence of current insurance, or if your child is not covered under any insurance, you will be required to pay in full for services at the time of your visit.

## QUESTIONS

If you have any questions about the office, please do not hesitate to call us or visit our website, **www.bloomandgrowpeds.com**.

We look forward to serving you. Thank you for choosing Bloom and Grow Pediatrics.

Sincerely,

### Calib and Susan Bruce