



TLC PEDIATRICS L.L.C. and ASSOCIATES
4357 NORTHVIEW DRIVE, BOWIE, MD 20716

Welcome,

We would like to take the time to personally welcome your family to our practice. We offer state of the art care in an intimate family setting. Specializing in children from birth to 21 years of age.

Our office is open Monday through Friday from 8:45 a.m. to 5:00 p.m. Children are seen by scheduled appointments only, though we do offer same day appointments for urgent needs. If you need to reach the physician after-hours, after-hours care is offered through Anne Arundel Medical Center Telephone Triage Service. You can reach this service by dialing (443)481-3185, after hours, weekends and holidays. We use Anne Arundel Medical Center and Right Time Medical Care for urgent care that is needed after hours.

We want you and your child to be as comfortable as possible at each visit. One way we can do this is by minimizing surprises. Here is a brief description of a typical appointment so you can prepare yourself and your child for the visit.

We require that all of our patients be accompanied by parent or legal guardian to every appointment. In the event a parent or legal guardian is not able to accompany the child we will accept a written note with your signature allowing a friend or family member to authorize care for your child. All patients under the age of 16 years must be accompanied by an adult in order to be seen. We require that all patients select a primary care physician (PCP). If PCP selection has not been made at registration, one will be assigned.

Arrival- Upon your arrival we will ask for your insurance card to verify your coverage (for returning patients please remember to update demographic or contact information that may have changed). New families please be prepared to complete our registration packet. Please note: All co-pays, deductibles and/or balances will be collected at the time of service.

Getting Started- After you and your child are called back to our triage room by one of our assistants, vital signs and/or necessary labs will be obtained.

Physicals- Depending on the age of your child, in addition to height and weight, we will evaluate hearing and vision and take a blood pressure reading. During the appointment your child will need to remove clothing down to underwear so that we may perform a thorough exam. If your child is particularly self-conscious, we are happy to provide a gown. For older children and teenagers, a gown will be provided. For patients 16 years and older, your physician will be alone with your child in order to give them an opportunity to discuss any issues in confidence.

Shots- The most common question we get is whether there will be any shots at a particular checkup. Due to the extensive and complicated vaccine schedule these days, our reception staff may not be able to provide you with accurate information. Therefore, we suggest that you prepare your child for the possibility of shots for every check-up.

Urgent and follow-up visits- Depending on the problem, your child may be asked to put on a gown. We understand that putting on a gown can be stressful for many kids but sometimes it is required. This can often be avoided by dressing your child in only one layer of loose-fitting clothing such as shorts or sweats.

Questions- You will be given sufficient time to ask any questions you may have. Take a few moments before the appointment to gather your thoughts and develop your questions for the doctor. We suggest you write down your questions so you don't forget them.

Again, we thank you for expressing interest in selecting TLC Pediatrics to care for your child.

We look forward to seeing you soon!

Sincerely,

The Providers and Staff of TLC Pediatrics