



WELCOME TO OUR PRACTICE

WELCOME!

Welcome to NOVA Pediatrics. We are honored that you have chosen us for the care of your children.

The practice was founded in 1961 by Ira Seiler, M.D. We have two locations: 6120 Brandon Ave, Ste. 308, Springfield, VA 22150 and 1483 Old Bridge Road, Ste. 201 Woodbridge, VA 22192.

We have an exceptional staff, which includes nine pediatricians, all certified by the American Board of Pediatrics and two Nurse Practitioners. In addition, we have highly qualified and experienced employees in nursing, the business office and management.

We have provided this letter to help you better understand our practice so we may better serve you.

OFFICE HOURS:

- Both offices are open 5 days a week. The Springfield office opens at 8 a.m. and is open evenings on Monday, Tuesday, and Friday. The Woodbridge office opens at 8 a.m. and is open evenings on Monday - Thursday. Each office is open alternate Saturday mornings.
- Our after hours triage service provides emergency care whenever the office is closed. There is a consultation fee of \$15.00 per call.

TELEPHONE and COMMUNICATIONS:

- Our staff answers the phone from 8 a.m. to 5:30 p.m. Monday - Friday and from 8 a.m. to 12 noon on Saturday. If your child is ill, a nurse is available via the telephone to give medical advice and to determine if your needs to be seen that day. On occasion your message may be left on the voicemail and a nurse will return your call as soon as possible.
- After hours, our nursing triage service will help you in a medical emergency. Call the office number, and you will be transferred to the triage system. One of our doctors is always on call. The nurse will consult with the doctor as needed and send us a report in the morning.
- Please remember that general medical questions, prescriptions refills, and other non-urgent matters should be taken care of during regular office hours or by leaving a message on the non-emergency line.

APPOINTMENTS:

- All patients are seen by appointment. Sick children are usually seen the same day. We advise you to call as early in the day as possible if your child is ill.
- Physical exams are scheduled in advance. Each doctor rotates through both offices, so you will be able to see your preferred physician at the location nearest you.
- Reminder calls are made 24-48 hours prior to the appointment.
- It is the patient's responsibility to keep appointments for his or her child. We understand that there are occasional circumstances that might keep you from the appointment. When this happens, we request 24 hours of advanced notice.
- It is our policy to charge the patient for an office visit if 24- hour cancellation notice is not given. It is also our policy to dismiss the patient from the practice who cancels more than two appointments without 24-hour cancellation notice.

ALLERGY INJECTIONS:

- Allergy injections are given 9 a.m. -11a.m. Monday, Tuesday, Wednesday, Friday, and 9:30a.m. -11a.m. on Thursday. Allergy shots are also given in the afternoon 1p.m. -5:30p.m. Monday-Thursday and 1p.m. -4 p.m. on Friday in the Woodbridge office, 1p.m. - 5:30 p.m. Monday, Tuesday, Friday, and 1p.m - 4 p.m. on Wednesday and Thursday in the Springfield office. Allergy injections are also given on Saturday, 9a.m. - 11a.m. at the office scheduled to be open.
- No appointments are necessary for allergy shots. If you are a member of a managed care plan, you must pay a co-pay at the time of service.

INSURANCES:

We participate in the following insurances:

AETNA	NCPPO / HEALTHLINK	HUMANA
ALLIANCE	MAILHANDLERS	CIGNA
UNITED HEALTHCARE	TRICARE	PHCS
BLUE CROSS / BLUE SHIELD (<i>CAREFIRST BC/BS, BLUE CHOICE, ANTHEM, HEALTHKEEPERS</i>)		
MAMSI (<i>ALLIANCE, MAMSI LIFE & HEALTH, MDIPA, OPTIMUM CHOICE</i>)		

INSURANCE RULES TO BE AWARE OF:

- Your plan requires that you present your 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 immunizations.
- If you have a co-pay or deductible, your plan's contract with both practice and you requires us to collect this at the time of service.
- Most of our managed care plans have limited our ability to perform lab tests on site. If your child needs a lab test, we will provide you with necessary documents and instructions to have this test done at an outside lab. The results will be sent to us, and we will notify you.
- With the exception of a medical emergency , referrals will be prepared within 3 business days of a request. Referrals have expiration dates, so be sure that your appointment with the specialist is within your referral expiration period.
- Referrals may be picked up in our office or mailed. We will not fax referrals. We are not permitted to issue retroactive referrals. Please contact our receptionist if you have questions.

REFILLS:

- Please make every effort to request refills or medication before you run out. Your child may be required to see the doctor before we issue a refill. Please allow one to two days for us to notify the pharmacy. Please allow 3-4 days for controlled substances such as Ritalin.

FINANCIAL RESPONSIBILITY:

- We will file our charges with your primary insurance carrier if we contract with the plan. In order to file, we need a current copy of the child's insurance card.
- If you do not have evidence of current insurance with one of our doctors as a primary care provider, or if your child is not covered under any insurance, you will be required to pay in full when services are rendered.

IF YOU HAVE ANY QUESTIONS PLEASE DON'T HESITATE TO CALL US AT THE NUMBERS BELOW.

6120 BRANDON AVE. STE. 308
SPRINGFIELD, VA 22150
OFFICE 703.451.3333

WWW.NOVAPEDS.COM

1483 OLD BRIDGE ROAD, STE. 201
WOODBIDGE, VA 22192
OFFICE 703.491.2141