



4012 RAIN TREE RD, CHESAPEAKE VA 23321

PHONE (757)488-2223

# Renaissance Pediatrics

## New Patients

### Office Hours

Monday – Thursday: 8 AM – 6 PM  
Friday: 8 AM – 5 PM  
Saturday: 9 AM – 11 AM

## New Patients: Are we the right practice for your family?

Welcome to Renaissance Pediatrics, your experienced and caring providers in Chesapeake! If you're looking for accessible pediatric care, a child-friendly environment, and a responsive team of medical providers in Chesapeake, then look no further. We love children and adolescents, and our goal is to have a positive impact in the lives of young people by providing exceptional health care and compassionate service to the families we serve.

At Renaissance Pediatrics, we offer a full range of pediatric care including well-child check-ups from birth to age 21, medication check-ups, immunizations and sick appointments. Our caring team is committed to providing quality service in a comfortable, safe office

setting where children and parents can feel at ease. We also set aside time to equip parents with the tools and resources necessary for the development of healthy children from birth to adolescence.

Excellent care happens when your family's health philosophy aligns with those of your health providers. Please read the following philosophies carefully to be sure Renaissance Pediatrics is the appropriate medical home for your children. We look forward to meeting you and forming a mutually rewarding relationship.

### Saturday Visits

We are open 9AM – 11AM on Saturdays for walk in established patient sick call.



### Well Child Visits

Renaissance Pediatrics follows the American Academy of Pediatrics well-child visit guidelines. We recommend frequent check-ups during infancy and yearly beginning at three years of age. We believe these visits are important to assess growth and development, as well as to offer advice regarding safety and emotional issues that are an integral part of a healthy childhood.

### Sick Child Visits

Walk-in visits are available during all regular office hours; however, appointments are encouraged. Advice is available from one of our skilled nurses during office hours, and patients have access to provider advice 24/7 if necessary.

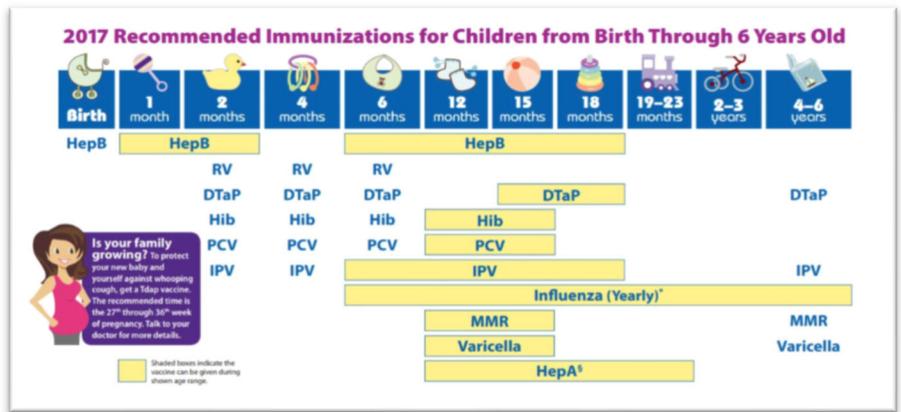


## Vaccine Policy

Vaccines are an extremely important component of healthy, happy lives for our patients. All providers and staff provide vaccines on schedule to our own children.

At Renaissance Pediatrics, we fully support the recommendations of the American Academy of Pediatrics and the Centers for Disease Control and Prevention regarding immunizing our patients and preventing deadly disease. These schedules have been scientifically tested for safety and efficacy.

We will be happy to provide information to help you understand the science behind vaccines, but we have a commitment to keep our patients safe and provide the best care available. This includes vaccinating on time, according to the CDC/AAP schedule.



## After Hours Care

Renaissance Pediatrics is committed to providing 24/7 access to medical advice and care. When the office is closed, simply call the main number (757)488-2223 to be connected to our on-call provider.

We encourage you to call us prior to heading to the emergency department or urgent care center. Many times, we can provide the most appropriate care. If we are unable to do so, we can assist you in determining the best place for you to receive care and can communicate key health issues to other providers as well as provide care coordination and follow-up.

## Billing

Our contracts with insurance companies require that we verify your current coverage and collect your co-payment at each visit. All co-payments are expected at the time of service. For your convenience, Renaissance Pediatrics accepts cash, personal checks, and debit/credit cards (Visa, Mastercard and Discover).

It is up to you to understand how your insurance works and to provide up-to-date insurance information at every visit. Please bring your insurance card and a form of identification to every appointment.

Most insurance plans pay for preventive health care, however some do not. It is up to you to know your benefits. As a courtesy, Renaissance Pediatrics is willing to address concerns that are more complicated and involve more time or expertise such as chronic (prolonged duration) headaches, stomach pains, psychological/school problems, ADHD rechecks, asthma rechecks, or other medical issues at your well child visit. Addressing these concerns during your visit may result in your being charged for services rendered in addition to your well visit. Your insurance company will apply a copayment/deductible for the sick visit. If you would prefer, we will schedule a separate visit to address any chronic issues.

For billing questions please call our office at (757)488-2223, option 8.



## Technology

Renaissance Pediatrics prides itself on efficiency through use of technology. This is accomplished using our electronic medical records and patient portal (accessed through our website). The patient portal gives you access to your child's records at a time that is convenient for you.

Patients are asked to utilize our patient portal to complete surveys, refill prescriptions, pay bills, and update demographics. You may also use our patient portal to request appointments, print immunization records and visit summaries, message your provider and check the status of upcoming appointments.

We will set you up with a portal account on your first visit to the office.

