



1920 Coral Way
Miami, FL. 33145
305-250-9910

New Patient Office Brochure

Welcome to our office

Office Hours:

Our office is open Monday to Friday from 9:00 am to 5:00 pm.
We close every day from 12:00 pm to 1:30 pm for lunch and clean up.
We are closed Saturdays and Sundays.

Please remember to bring any existing **medical and vaccine records and current medication list** to your initial visit. Also, please remember to bring your insurance card.

Parking is limited in the back of the building. Additional parking (meter parking) is available along Coral Way. **Please do not park in the spaces that belong to the adjacent building**, as your car will be towed at your expense. Park in spaces labeled **Pediatrics Only**. New patients are encouraged to arrive 10-15 minutes prior to your appointment time so our front-end staff can verify your insurance benefits.

Please remember that any deductibles or co-payments are due at the time that services are rendered. **We do not bill patients**. For your convenience, we accept all major credit cards, ATM and personal checks. All accounts that go into collections are charged an additional \$25.00 processing fee. If your child becomes sick and requires a visit to see the doctor please call 305-250-9910 and our front desk assistants will provide you with the best day and time to bring your child to the office.

Same day call-in visits are limited, and will be given to sick patients. **Same day call-in visits will require additional waiting time** as patients with appointments will have priority. **Please do not walk in without calling our office**. Waiting times can be extremely long and will disrupt our scheduled appointments. Please work with our front desk staff to minimize your waiting time and facilitate our work.

If you cannot keep a scheduled appointment, please call us and cancel at least 24 hours in advance. **Missing more than three (3) appointments without proper notification will lead to dismissal from the practice.** Inappropriate conduct anywhere on the premises will not be tolerated.

Patients that become sick enough to be hospitalized will be admitted to the care of our colleagues, the hospitalists at Miami Children's and Baptist Children's Hospitals. The hospitalists will help us secure the best medical care for your child. They provide us with **direct verbal progress and a full diagnostic summary** of the hospitalization once your child is discharged. It is the parent's responsibility to schedule follow-up office visits with our office once the child has left the hospital.

Referrals to specialists: You are responsible for knowing what your insurance requires prior to seeing any specialist. Request your referral at least **two weeks** in advance through our referral department. Once the referral is ready, you will be called to pick it up. Once we refer your child, please follow the step-by-step instructions. The list of specialists we provide are the ones we recommend but other doctors may be available through your insurance plan.

Medication refills: Request these during your office visit or during regular office hours, when you can come in and pick up prescriptions. **We do not call pharmacies or provide refills after office hours or on weekends.**

School forms: Your child must have an updated physical and current vaccines to attend school. These forms must be requested in advance and will require 3-5 day waiting time, especially during high demand season prior to school entry (July and August of every year) and are done on a "first come first serve basis".

School physicals: May, June and early July are the best times to schedule school physicals. Mid-July to Mid-August is the **busiest** time. **Do not procrastinate, as school physicals are not done on an emergency basis.**

After hours – (Nurse Response): Nurse Response is an excellent service provided by our office. It is available every day after 5:00 pm, weekends and holidays. The nurses will perform a phone assessment of the problem and follow established protocol to give advice and guidance to you. They provide a full faxed report of that encounter to our office. This becomes a part of your child's medical record.

Well Child visits: Start within 72 hours of a newborn discharged from the hospital. Sooner if the need arises. We also provide breastfeeding support.

We will then see the baby at:

- 2 weeks – monitor weight
- 1 month – monitor progress
- 2 months – vaccine visit
- 4 months – vaccine visit
- 6 months – vaccine visit
- 9 months – autism screening
- 12 months – vaccine visit
- 15 months – vaccine visit
- 18 months – autism screening
- 2 years – general examination
- Yearly after 2 years through 18 years of age

Services provided:

- Well child visits from birth through 18 years of age
- Premature babies – synagis
- Weight counseling, obesity prevention BMI calculations
- Eating disorder detection
- Behavioral adjustment, discipline techniques
- Substance abuse/detection/prevention
- Suturing of lacerations, dermabond, cryotherapy
- Sex counseling, pregnancy prevention
- Incision/drainage of abscesses and wound care
- Complete blood cell counts done on premises / state certified laboratory
- Pre-operative clearances
- Vaccinations
- Injectable antibiotics (when needed)
- Tympanograms
- Nebulizer machines
- Rapid strep testing
- Yearly flu vaccines
- Ear piercing
- School/sports/camp and college entry physicals

- Special needs patients welcomed
- Updated website with additional information
- OUT OF TOWNERS WELCOMED!

We look forward to working together to become your child's medical home.

Doctors:

Belkys Bravo, M.D. F.A.A.P.

Roxanna G. Santana, M.D. F.A.A.P.

Office Manager: Nora Barandiaran

Medical Records Department: Suleika

Referrals Department: Rebeca

Front Desk Staff: Ana, Suleika, Rebeca & Danelia

Medical Assistants: Barbara, Isabel, & Yaima

Billing Department: Nora, Ana, & Michelle

Lab Results: Isabel

1920 Coral Way – Miami, FL 33145

Ph: (305)250-9910 – Fax: (305)250-4336