

FAQ

Q: What insurances do you accept?

A: BCBS, All Kids, Medicaid, UnitedHealth Care, Aetna, Tricare select, and Cigna at this time
We are working on Tricare Prime and should have in in the next 6 months or less

Q: What should I look for in a Pediatrician?

A: There are a couple of things we recommended when searching for a pediatrician, first is if you believe in vaccinations is making sure that your pediatrician requires them. Why is this important you ask? This is important because the health of your child could be compromised if your child is in an office where vaccinations are not required. Limited exposure to vaccine related illnesses is crucial in your child's health and wellness.

Q: Do you require vaccinations?

A: Yes, we require all vaccinations that are required by the state for school.

Q: Why do you require vaccinations?

A: To protect all of our patients, especially the ones that are not old enough to be vaccinated yet, as well as any of our patients that cannot have a live vaccine due to cancer or other illnesses at this time until able. Immunizations are given to help ward off serious and potentially fatal diseases.

Q: I am having a baby how do I go about them being a patient?

A: Congratulations, give us a call when your bundle of joy is born and we will get you taken care of.

Q: How often should my child see the pediatrician?

A: Your child should not only see the pediatrician for an illness or injury but it is also important to schedule well-child-care exams regularly, beginning in infancy. Also called well-care visits or checkups, these routine examinations provide the best opportunity for your provider to observe the progress of your child's physical and mental growth and development; to counsel and teach

parents; to detect problems through screening tests; to provide immunizations, and to get to know one another. Well-care visits are strongly recommended as part of preventive pediatric care.

Well-child visits are also a good time for parents to raise questions and concerns about a child's development, nutrition, safety, behavior, and overall well-being.

Q: Do you have an afterhours answering service?

A: If you call us After-hours you will reach a pre-recorded message, where you will have the choice to either be transferred to a team member or call during the next regular business day. If your call is about your child being sick or hurt and need medical advice, then there is no charge.

A \$10 charge will be added to your account if your questions could have been answered during regular business hours. Examples: refill requests, to make an appointment, to request a blue card, ect).

****Remember if you have a life threatening emergency, call 911 immediately.****

Q: Are you accepting new patients?

A: Yes, we would love for you to join our family. Call our office for more information at 256-870-4111 option 1.

Q: Do you test for Covid and if so which test?

A: Yes, for the safety of all of our patients we do car side service if COVID is suspected. We do the nasopharyngeal which is a PCR test. Typically, we get results back in 24 to 36 hours!

Q: I was exposed to COVID. When should I get tested?

A: CDC recommends waiting 5-7 day from exposure.

Q: How old does my child have to be to have their ears pierced and do we have to be a patient at TLC Pediatrics? How much does it cost?

A: You can get your child's ears pierced at 4 months of age and up. Your child has to be up to date on routine vaccinations. If you are currently a patient of ours it is \$75. Non-patients are charged \$90. We use the medisystem which is a sterile piercing system and hypoallergenic. More information on www.tlcpedsathens.com

Q: How do I make an appointment?

A: You schedule an appointment by calling 256-870-4111 and press option 1.

Q: Do you do same day visits?

A: We strive to provide your child with same day sick visits. Well child check may not be able to be done on the same day, but we will always try our best to accommodate you.

Q: Are you open on the weekend?

A: Yes, we are open on Sundays from 1-5 by appointment.

****Remember if you have a life threatening emergency, call 911 immediately.****