

WELCOME TO SOUTHWEST CHILDREN'S CENTER, P.A.

Marshall J. Benbow, M.D., FAAP

Tina H. Boylston, M.D., FAAP

Shelly M. McNair, M.D., FAAP

Rose C. Cofer, M.D., FAAP

Shannon M. Austin, M.D., FAAP

L. Patrick Finklea, Jr., M.D., FAAP

Krista M. Vizquete, M.D., FAAP

Megan M. Hogue, M.D., FAAP

Kelly M. Basaldua, M.D., FAAP

KaraLin Root, D.O., FAAP

Gregory W. Hanson, D.O., FAAP

Southwest Children's Center, P.A. has been providing superior pediatric care to the families of San Antonio and its surrounding areas since 1977. Our practice has grown to become one of San Antonio's premiere pediatric groups, and we are still owned and operated by the physicians that provide your child's care. Our award-winning team is made up of board certified pediatricians, licensed vocational nurses, medical assistants, a respiratory therapist, and an experienced support staff to assist you.

We strive to provide quality continuity of care at the time you and your children need us the most. In addition to our standard business hours, we offer weekday after-hours, weekend urgent care visits and limited weekday walk-in hours. We are conveniently located in the South Texas Medical Center with ample free parking.

Accessing your child's physician or clinic should not be difficult. We pride ourselves in providing quality, convenient health care for your family. Our experienced triage team will address your concerns and ensure that your children receive the care they need in a timely manner. If your child should need the services of a pediatric specialist, our referral department will assist you in scheduling those appointments. Our onsite laboratory enables our physicians to provide complete and timely care without leaving the office. In addition to these services, our experienced support staff is here to help you with any questions or concerns.

We look forward to caring for your child and becoming your child's medical home.

POLICIES AND PROCEDURES

Appointments

We see patients, by appointment, seven days a week. If you arrive without an appointment, you may not be able to see the doctor. Walk-in patients (outside of walk-in hours) and late arrivals greatly decrease the efficiency of our physicians and are unfair to patients who are on time and have scheduled appointments.

We encourage patients to arrive 15 minutes prior to their scheduled visits. For families with multiple children, each patient must have a separate appointment.

It is best to schedule non-urgent appointments, such as well check-ups, sports/camp physicals, and parent consultations at least two weeks in advance.

As a courtesy to our patients, we provide an automated phone call and text message appointment reminder two days prior to the scheduled appointment. Standard text message rates may apply.

Late Arrivals/Missed Appointments

Your timeliness affects our ability to provide our patients with efficient medical care. Thus, our office has little tolerance for late arrivals and missed appointments.

You will be charged a fee for all missed appointments. If you arrive late for a non-urgent visit, we may have to reschedule your appointment.

Excessive late arrivals and missed appointments could result in dismissal from Southwest Children's Center, P.A.

Walk-in Appointments

Walk-in appointments are available Monday through Friday between 7:30 a.m. and 9:00 a.m. for your convenience.

Your child will be seen by one of Southwest Children's Center's dedicated providers with morning availability. This is intended to eliminate unnecessary urgent care visits, avoid fragmented medical care and ensure appropriate follow-up for our patients.

We do not accept walk-ins on weekends and holidays secondary to limited physician staffing.

Weekend and After 5 Appointments

Weekend appointments and appointments after 5 p.m. are available for emergencies and acutely ill established patients.

On weekends, we open and begin scheduling appointments at 8 a.m., and the office closes at 12 noon or after the last scheduled appointment (whichever comes first).

We DO NOT accept walk-ins on weekends secondary to limited physician staffing. All patients must have an appointment to be seen.

On the weekends and after 5 p.m., there will be a convenience fee billed to your insurance. If the fee is not covered by your insurance, you may be responsible.

Holiday Appointments

Our office is closed on New Year's Day, Easter Sunday, Independence Day, Thanksgiving Day and Christmas Day.

Our office is usually open for emergencies and acutely ill established patients on all other holidays.

On select holidays, we are open and begin taking appointments at 8 a.m., and the office closes at 12 noon or after the last scheduled appointment (whichever comes first). On holidays, there will be a convenience fee billed to your insurance. If the fee is not covered by your insurance, you may be responsible.

We DO NOT accept walk-ins on holidays secondary to limited physician staffing. All

patients must have an appointment to be seen.

Nurse Triage

Our experienced phone triage staff is available to you during office hours to answer medical questions or concerns.

After Hours Call

After the clinic closes, our phone calls are triaged through Methodist Children's Hospital Nurse Triage Service. One of our physicians is always available if they cannot address your concerns.

Immunizations

Southwest Children's Center, P.A. follows the immunization guidelines recommended by the American Academy of Pediatrics, Advisory Committee on Immunization, Center for Disease Control and Prevention, and the State of Texas. To provide a safe medical home for all our patients and their families, Southwest Children's Center will not accept new patients whose parents choose not to vaccinate.

Ear Piercing

Ear piercings are available for children ages 3 months and up. Patients must be up-to-date with their vaccinations prior to piercing. Southwest Children's Center, P.A. utilizes the Blomdahl® Medical Ear Piercing System, a system only available to physicians, which offers sterile equipment and nickel-free, hypoallergenic earrings to minimize the health risks associated with ear piercing. All ear piercings are performed by physicians within the office.

*Note : Our policies and procedures are subject to change at any time.

NEW BABIES

Hospital Stay and First Appointment

Southwest Children's Center's newborns are cared for by the Texas Inpatient Pediatrician Services (TIPS) while in the hospital. Be mindful to register your baby under your Southwest Children's Center pediatrician's name while at the hospital. This ensures all information is transferred to us and TIPS is notified of the arrival of your new baby. A TIPS physician will see your baby within 24 hours of delivery and will continue to do so daily until discharge.

It is important that all our babies, regardless of where they are delivered, have a clinic appointment within 48 hours of discharge.

Insurance

Your new baby will need to be added to your insurance policy before they are 30 days old. If your baby is not added within 30 days of age, your insurance may deny paying any claims beyond the 30 days.

PARENT RESOURCES

As a pediatric practice, we are always seeking to provide you care and information that will improve the health of your children. Reliable sources of information on a range of pediatric topics are available at many places on the web.

Unfortunately, not all information is based on fact. We suggest several sites that provide reliable, and time sensitive information about a wide variety of current events and general pediatric topics.

The following sites are ones we recommend:

- Southwest Children's Center
www.southwestchildrenscenter.com
Physician Article Library
- American Academy of Pediatrics
www.aap.org
- Centers for Disease Control and Prevention
www.cdc.gov

Books we recommend:

- [Caring for Your Baby and Child: Birth to Age 5](#) by Steven P. Shelov
- [Baby 411](#), by Ari Brown and Denise Fields

NEWBORN DISCHARGE INFORMATION

Please assure that you bring a discharge sheet with the following data to the first clinic visit after discharge from the nursery.

Gravida/Parity	Method of Delivery (Presentation, Forceps, or Vacuum Extraction)
Maternal Group B Strep Status	Antibiotics Given in Labor (Number of Doses, Time of Last Dose)
Birth Weight*	Apgar 1 Minute and 5 Minutes
Discharge Weight*	Maternal Fever*
Direct Coombs Test*	RPR
Maternal Blood Type*	Rubella
Infant Blood Type*	HIV
Bilirubin at 24 Hours*	Hepatitis B
Bilirubin, Subsequent*	Herpes
Rupture of Membrane	Hearing Screening (Algo)
Length of Rupture	Number of Vessels in Umbilical Cord

***VITAL INFORMATION FOR YOUR PEDIATRICIAN**

NEWBORN SCREEN (PKU TEST)

Your new baby will need to have the 2nd newborn screen (PKU test) performed on or after seven days of age. Laboratory order from your physician is required.

To prepare for your baby's screening, please bring the following:

- Identification card
- Insurance card
- Physician's order

Kids Express

1st Floor of Methodist Children's Hospital

Address: 7700 Floyd Curl Drive

Phone: 210-575-7101

Hours: Monday – Friday 7:00AM to 7:30PM

Saturday 9:00AM to 12:30PM

Closed Sunday

No appointment necessary. *Note: Patients must register 30 minutes prior to closing.*

Go to the Information Desk to check in.

To access Kids Express, please use the South Tower lobby entrance located off Floyd Curl Drive.



ROUTINE VACCINE SCHEDULE

0-2 wk. Well Baby Check-Up and Vaccine

Hepatitis B #1

2 mos. Well Baby Check-Up and Vaccine

DTaP / IPV / HIB #1 (combination vaccine)

Rotavirus #1

Hepatitis B #2

Pneumococcal Conjugate #1

4 mos. Well Baby Check-Up and Vaccine

DTaP / IPV / HIB #2 (combination vaccine)

Rotavirus #2

Pneumococcal Conjugate #2

6 mos. Well Baby Check-Up and Vaccine

Must be 6 months of age or older for vaccines

DTaP / IPV / HIB #3 (combination vaccine)

Rotavirus #3

Pneumococcal Conjugate #3

9 mos. Well Baby Check-Up and Vaccine

Developmental Questionnaire

Hepatitis B #3

Hematocrit (Iron level)

12 mos. Well Baby Check-Up and Vaccine

Must be on or after the 12-month birthday for vaccines

MMR #1

Varicella #1

Pneumococcal Conjugate #4

Hepatitis A #1

TB questionnaire (PPD if needed)

Lead questionnaire

15 mos. Well Baby Check-Up and Vaccine

DTaP / IPV / HIB #4 (combination vaccine)

18 mos. Well Baby Check-Up and Vaccine

Developmental Questionnaire

Hepatitis A #2

24 mos. Well Baby Check-Up and Vaccine

Developmental Questionnaire

30 mos. Well Baby Check-Up and Vaccine

(OPTIONAL)

Developmental Evaluation (if needed)

Catch up any missed vaccines

3 yrs. Well Child Check-Up and Vaccine

Blood Pressure / Heart Rate

Catch up any missed vaccines

4 yrs. Well Child Check-Up and Vaccine

Must be on or after the 4-year birthday for vaccines

DTaP #5

IPV #5

MMR #2

Varicella #2

Vision / Hearing

Blood Pressure / Heart Rate

Yearly Check-Ups (Children 5 yrs. & older)

Vision / Hearing

Blood Pressure / Heart Rate

11-12 yrs. Vaccine

Tdap

Meningococcal Vaccine (Menactra #1)

16-18 yrs. Vaccine

Meningococcal Vaccine (Menactra #2)

9-45 yrs. Vaccine

Human Papillomavirus (HPV)

The American Academy of Pediatrics recommends that children have regular dental exams starting at 3 years of age and every 6 months, unless your pediatrician recommends sooner.

Influenza vaccine is recommended yearly for all children age 6 months and older (especially individuals with certain risk factors: asthma, diabetes, chronic lung disease, congenital heart disease). Please ask your pediatrician or nurse for more information.

For more information on vaccines, please visit these websites:

- www.southwestchildrenscenter.com
- www.aap.org
- www.cdc.gov/vaccine