

**TELEPHONE SERVICE** — Salem Pediatric Clinic makes every effort to provide excellent telephone service to our patients. We take calls from 8:00 am – 5:00 pm daily, and urgent calls from 5:00 pm – 7:00 pm by clinic staff. Triage nurses are available for emergency calls from 7:00 pm until morning. Families may call the main SPC number, 503-362-2481, and the answering service will direct calls after 7:00 pm. There are times however, when the phone call volume is exceedingly high, so please be patient with our staff. We will return your call as quickly as possible. Non-emergent triage calls will be returned no later than the end of the next business day.

**APPOINTMENTS** — Please arrive 15 minutes prior to your appointment as this will allow time to check your current information and copy your insurance card. If for any reason you are unable to keep your appointment, please give us 24 hours notice so we can provide that appointment time to someone with urgent care needs. If you arrive late for an appointment, you may be asked to reschedule. If you are repeatedly late or fail to show up, without calling to notify us, we may not be able to continue to provide care to your children.

**FEES & INSURANCE BILLING** — Our fees are based on the complexity of your child's diagnosis and their case management needs. We use national guidelines to gauge complexity, meaning the more complex the concerns the greater the charge. We do consider the family primarily responsible for their account balance but as a service to you we will submit charges to your insurance company. Any unpaid balance will be your responsibility. You will be required to sign our financial policy on an annual basis and pay your co-pay at the time of service.

**MEDICAL INSURANCE CARDS** — Families with insurance are required to bring a current insurance card with them to the visit. This includes commercial and Medicaid cards.

**PRESCRIPTION REFILLS** — Contact your pharmacy directly for refills. SPC does not fill prescriptions. Please do not wait until you are totally out of a medication before calling for a refill. Allow 24–48 hours for your pharmacy to complete the approval and refill process.

**TEST RESULTS** — Test results will vary by testing performed. Please allow 2–10 business days for results.

**TERMINATION** — Our office reserves the right to terminate care. We have terminated care due to failure to pay, canceling or not keeping appointments, and non-compliance with a physician's prescribed course of treatment.

**BILINGUAL SUPPORT SERVICES** — We have staff who speak Spanish. If you need help with other languages, including sign language, please let us know and we will make every effort to ensure your needs are met. We have access to resources to support hearing-impaired parents and can provide interpretation for other languages with our interpreter services.

R230731

# Welcome!

*At Salem Pediatric Clinic our providers are excited to work with children and young adults as their partner in health.*



Salem Pediatric Clinic

2478 13th Street SE · Salem, Oregon 97302

503-362-2481 · SalemPediatricClinic.com

*For more than 50 years, Salem Pediatric Clinic has been meeting the healthcare needs of local children. We are happy you have chosen us and look forward to establishing a relationship with you and your children. The purpose of this handout is to better acquaint you with the clinic and our policies. It explains who we are, and how we operate.*



**REGULAR OFFICE HOURS** — Our regular office hours are by appointment only. Please make sure you have scheduled a visit before arriving. Office hours for well child check ups and routine or illness visits are:

- Monday-Friday: 8:00 am – noon, 1:00pm – 5:00 pm

**EXTENDED HOURS** — We offer evening and weekend hours. These visits require a scheduled appointment time. Our extended hours are:

- Monday-Friday: 5:00 pm – 7:00 pm
- Saturday-Sunday: 8:00 am – noon

**AFTER HOURS & HOLIDAYS** — One of our pediatricians is on-call 24 hours a day and is ready to handle any emergency your child may encounter. If you feel your child needs immediate medical attention, please call the clinic at 503-362-2481. Our answering service will direct your call to our nurse triage staff. A nurse will gather information about the situation and inform you of the best course of action. The on-call physician will be notified, if needed, to direct your care. Please keep in mind that our after hours service is available for urgent concerns only. Non-urgent issues are better left for regular office hours when our staff can devote more time to answering your questions and making sure your needs are met.

**SEEING MY PRIMARY CARE PHYSICIAN** — Every effort is made to schedule your child with his or her primary care physician. However, there are times (after hours, on weekends, or on holidays for example) when we are unable to accommodate this request. At all times, your child will see one of our board-certified providers:

#### PHYSICIANS



**WARREN GRIFFIN, M.D.**



**VINCENT KOLETAR, M.D.**



**N. JOANNE HYNDMAN, M.D.**



**JENNIFER WIRSIG, M.D.**



**SUZANNE BAILEY, M.D.**



**ANDREA STOUT, M.D.**



**ELIZABETH KING, M.D.**



**THU VU, M.D.**



**KARI CARSTENSEN, M.D.**



**RACHAEL HIEBERT, M.D.**



**MATTHEW HATLER, M.D.**



**AMANDA COTEY, D.O.**



**IAN STRAEHLEY, M.D.**

#### PHYSICIAN ASSISTANT



**HALIE GOFFRIER, PA-C**

Additional information and provider details can be found at [SalemPediatricClinic.com](http://SalemPediatricClinic.com)