



Texas Children's Pediatrics

New Parent Guide

Thank you for your interest in our practice. We hope that your family will find Texas Children's Pediatrics to be the perfect place for your infant's medical care. Our physicians and staff are always hard at work to create an environment that supports the needs of our community and maintains a standard of health care excellence. Many parents have questions about this next chapter in their lives.

Our physicians have worked together to answer the most frequently asked questions of new parents. Please use this guide as an introduction to our practice.



Texas Children's
Pediatrics

Frequently asked questions

Are you board-certified? Do you have any subspecialties?

All Texas Children's Pediatrics physicians are board-certified in Pediatrics, which means we provide care specifically for children. We offer well- and ill-child care. Texas Children's subspecialists (physicians who specialize in pediatric cardiology or pediatric pulmonology, for example) practice at our Specialty Care locations but not at Texas Children's Pediatrics.

Do you offer same-day sick appointments? How far in advance must well checks be scheduled?

Sick visits are typically scheduled on the same day or on the following day if an appointment space isn't available. Visits can be scheduled online through MyChart or by calling our office during business hours. We do not see walk-in patients. Wellness visits (for annual check-ups, vaccinations, etc.) are typically scheduled several weeks or months in advance through MyChart or by calling our office during business hours.

What if my baby is sick after hours?

If your child is sick after hours and you need to get in touch with us, please call our main office number and press 0 to reach the answering service. We have nurses available 24/7 who will return your call and answer your questions. If you have a question that cannot be answered by a nurse, or you wish to speak to a physician, one of our physicians is always available to be paged.

For emergencies and care beyond these hours, Texas Children's Hospital is available in the Texas Medical Center, Katy, The Woodlands and North Austin.

How do I know if I should go to an Urgent Care after-hours?

Urgent Care is a great alternative to receive care quickly, often when your pediatricians office is closed on nights and weekends. Texas Children's Urgent Care has locations throughout Houston and Austin, and by staying within the system your child's medical charts are readily available to provide the highest quality of care. To find a location near-you or schedule a virtual visit please visit [texaschildrensurgentcare.org](https://www.texaschildrensurgentcare.org).

Some common reasons you may seek urgent care:

- Flu/COVID-19 Test
- Allergic reaction
- Asthma
- Cough, cold or congestion
- Fever in infants older than 8 weeks
- Ear pain
- Minor burn
- Minor injury
- Pink eye
- Rash
- Simple laceration
- Skin infection
- Sore throat
- Sprain and strains
- Urinary tract infection
- Vomiting and diarrhea

Are there additional resources to answer common medical questions?

At Texas Children's Pediatrics, we have a Parent Advice App available for use on your phone 24/7. Through the application, you can find answers to your common medical questions, view medication dosage charts, and triage symptoms for your child to determine the next best course of action. The application is available on both iOS and Android.

How often will I see my primary care provider (PCP) versus another provider in the group?

Well checks will be with your PCP, with rare exception. For sick visits, every effort will be made to have you see your own physician, with limitations based on the physician's availability

Do you have separate sick and well waiting rooms?

Texas Children's Pediatrics no longer builds waiting rooms with sick/well division. Hand washing and the use of disinfectant in the waiting area have proven to be more effective than physical partitions at reducing transmission of disease.

Will you come to see my child in the hospital after birth?

Today, most children in the hospital, including newborns, are in the care of pediatric hospitalists — pediatricians who work primarily in hospitals. When your child leaves the hospital, the pediatric hospitalist will give your pediatrician a written overview of your child's hospital stay and detailed instructions for any necessary further care.

Can I call you if I have questions? Can I send an email?

You can leave messages for us 24/7 by phone. During the day, an in-office triage nurse will return messages left with the front desk. They are trained to answer most patient questions. If a physician is needed, we will answer your question by the end of the work day, if not earlier. After office hours, you can leave an urgent message with the answering service who will route it to a triage nurse or page the physician on call, if necessary.

You can sign up for MyChart to email non-urgent questions to your PCP. Please allow up to two business days for a response, though typically we will respond sooner.

Will you discuss my child's general growth and issues like discipline and social development?

At each well-child checkup, we will go over your child's growth, nutrition, development and behavior. We will give you guidance on what to expect at each stage of your child's life and will go over any specific questions you have about your child. This may include discipline issues for toddlers or older children, if desired.



Do you do lab testing here?

Blood samples for lab tests are typically drawn here. For some tests, you receive the results during your visit. Others are sent to a Quest lab, and results will be given via phone or MyChart when they are available. In rare cases, we may need to send you to an outside lab for specialized tests.

Do you offer vaccines to your patients?

Yes. Vaccines are among the most important tools we can offer your child to stay healthy and protected from serious infectious diseases. Vaccines are safe and necessary to ensure proper development of any child. They are administered on a predetermined schedule which has been validated by many years of research (see American Academy of Pediatrics and CDC web pages for details), and an alternate vaccination schedule is neither encouraged nor supported in our clinic (with the exception of immunocompromised patients or patients with a documented history of true allergy to a vaccine).

What is your clinic's policy on antibiotics?

Antibiotics should be prescribed appropriately in situations when a bacterial infection is present. Examples include ear infections, pneumonia and strep throat. We would not give antibiotics for a viral infection, such as a common cold.

Suggested Reading

• *Baby 411*
Ari Brown and Denise Fields

• *The Happiest Baby on the Block*
Harvey Karp, M.D.

• *Healthy Sleep Habits, Happy Child*
Weissbluth and Ganser

Do you support breastfeeding?

If you choose to breastfeed, you will first meet with a lactation specialist during your hospital stay. Many hospitals also offer support after discharge. We can provide a referral list of community lactation specialists who may visit with you at home.

Ultimately, our goal is to support your baby's physical and neurodevelopmental growth with sufficient calories. This may be in the form of breast milk or formula.

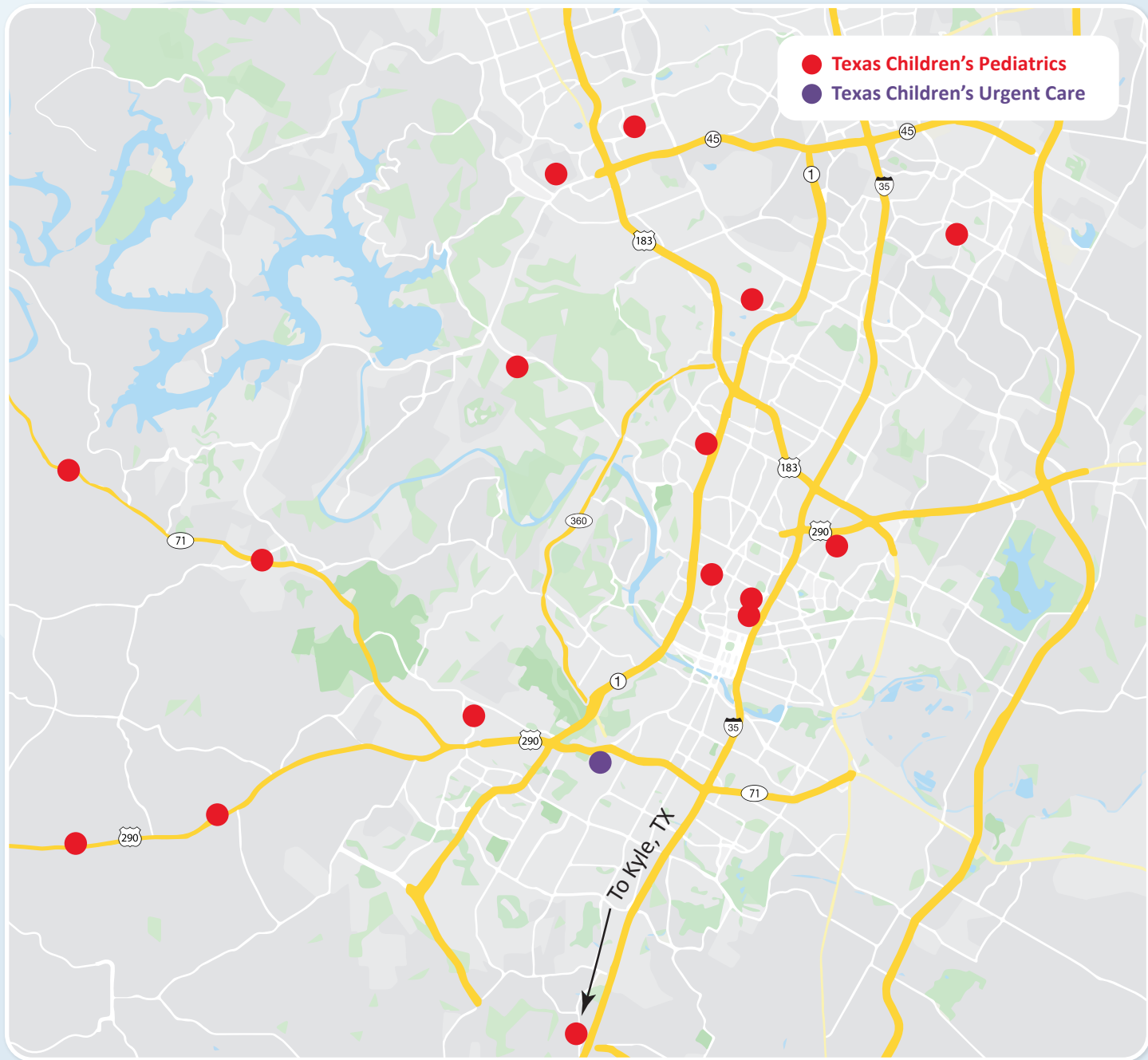
How do I make Texas Children's Pediatrics my medical home?

Once you have delivered and have an anticipated discharge date, call our office to notify our front desk staff that you need to schedule a first visit. This visit is typically scheduled 3-5 days after birth.

What is your opinion of alternative medicine, chiropractic treatment or naturopathic medicine to help with newborn sleep, colic and illnesses?

We employ evidence-based recommendations endorsed by the American Academy of Pediatrics, Texas Children's Hospital and the scientific community. Our physicians have not been professionally trained in nontraditional disciplines. We do recognize that natural treatment choices are gaining popularity. Let us know if you have decided to seek natural therapies so that we can help you understand if the treatment poses any risks to your child's well-being.

Texas Children's Austin location guide



For more information
Scan the QR code or visit
texaschildrenspediatrics.org
to find a location near you.

@texaschildrenspediatrics

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