



Welcome To Our Office!

*Drs. Hokari, Huffman, and Carroll would like to welcome you to the McKenzie Pediatrics family!
There are a few things we'd like to let you know about our office:*

- Our hours are **Monday through Friday 8:30 am until 5:30 pm**. Our phones are turned over for lunch from 12:30 pm until 1:15 pm, during which time caregivers may leave a voicemail message.
- Our well-child checkup and consultative appointments are **30 minutes** in length, and our ill-visit appointments are **10 to 20 minutes**, depending on the problem.
- We usually run on schedule. PLEASE ARRIVE AT LEAST 10 MINUTES PRIOR to ill-visit appointments, and 20 MINUTES PRIOR to checkups and consultations. If you arrive well past your check-in time, you will likely be asked to reschedule. We want your child to receive a complete evaluation, but not at the expense of parents and children whose appointments follow yours.
- Your child's check-up appointments will always be scheduled with his or her PCP. **Please have at least one parent present for a child's check-up.**
- When you call with a question, the receptionist will take your message (**please be specific** in stating your concern) and attach it to your child's chart. The nurse will answer phone calls **in the order of their urgency**. We strive to answer all calls within 4 hours, and most will be answered within 2 hours. Please call back if we have not called you within 4 hours.
- After-hours there is always a doctor or RN on call. Simply call our main number, and follow the prompts to reach an operator. You should receive a return call within 20 minutes. Please call after hours only for URGENT or EMERGENT situations, not for chronic problems, general questions, billing questions, or prescription refills (excepting inhalers and EpiPens).
- Anyone can forget one appointment. After a second missed appointment, you may be sent a warning letter. After a third, the physician will review the situation and you may be asked to find another medical clinic.
- Please bookmark our website, **www-mckenzie-pediatrics.com**, where you will find TONS of useful information for your child or adolescent. We even have a page there just for teens!
- Feel free to contact us with NON-urgent questions at: **mckenziepeds@hotmail.com**