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#### To Our Patients and Families:

We at Tanque Verde Pediatrics strive to provide your family with quality accessible health care. To that end, we are available to you 24/7 for questions regarding the condition of your children. In addition to our routine Monday through Friday 8-5 hours, we have extended hours on Saturday morning to be available in person to address the needs of our patients.

Even so, sometimes it may be necessary or preferable for your child to be seen somewhere other than our office. If that is the case, please feel free to call our office for advice to help you decide where you should take your child. Some of these conditions can be assessed by us during our next available office hours. Certainly, most facilities should be able to appropriately handle a sore throat or ear pain. But we often see children over- or under- treated for these seemingly minor conditions by people who are not entirely comfortable nor trained in pediatric medicine.

We encourage you to inquire about the presence of a pediatrics-trained provider if you do use these facilities. Please let them know that Tanque Verde Pediatrics is your “medical home” and that you would like records regarding your care be sent to us.

For routine well checks or sports physicals, we urge you to have these done by your child's primary care provider. Your children's medical records, immunizations and growth charts are all at our fingertips. This information is vital to ensure the best possible care for your child. Without it, it is impossible to provide good well childcare or an appropriate sports physical.

We ask that you give us some leeway as for as scheduling these well visits, especially during our busy flu or summer sports physical seasons. We will make EVERY effort to schedule your children in our office for these appointments.

Thank you as always for trusting us with your children's care,

The Doctors and Staff at Tanque Verde Pediatrics