

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

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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

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 after-hours and weekend urgent care visits. We are conveniently located in the South Texas Medical Center with ample free parking, as well as pharmacy and radiology support conveniently located in the same building.

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

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## Appointments

We see patients seven days a week. If you arrive without an appointment, you may not be able to see the doctor. Walk-in patients 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.

## 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.

## Weekend and After 5 Appointments

Weekend appointments and appointments after 5 p.m. are available for emergencies and acutely ill 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. 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 will be responsible.

## Walk-in Appointments

Walk-in appointments are available Monday through Friday between 8 a.m. and 9 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.

## Holiday Appointments

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

Our office is usually open for emergencies and acutely ill 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 will be responsible.

## Nurse Triage

Our experienced phone nurse 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.

## Hospital Affiliation

All of our pediatricians have hospital privileges at Methodist Children's Hospital. If your child is seen or born at another hospital, the doctors at that hospital will provide care until the time of discharge.

## 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.

## Research

Established in 2000, Southwest Children's Research Associates, P.A. has strived to ensure quality research. Our team is made up of board certified pediatricians, full-time study coordinators and support staff who work in conjunction with Southwest Children's Center.

Southwest Children's Research Associates, P.A. has aided in the development of several vaccines including RotaTeq® and Pentacel®. We pride ourselves in providing the highest quality of care for your child.

Our team is excited about developments that will improve the lives of today's children, future children, and their families. We look forward to sharing with you new and exciting studies.

## PARENT RESOURCES

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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](http://www.southwestchildrenscenter.com)  
*Physician Article Library*
- Southwest Children's Research Associates, P.A.  
[www.researchforkids.com](http://www.researchforkids.com)
- American Academy of Pediatrics  
[www.aap.org](http://www.aap.org)
- Centers for Disease Control and Prevention  
[www.cdc.gov](http://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

## NEW BABIES

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### Hospital Stay and First Appointment

If you are delivering at Methodist Hospital (7700 Floyd Curl Drive, Medical Center), denote your pediatrician on your preregistration form. Labor and delivery will take care of contacting us upon your baby's birth. We will see your baby within 24 hours of delivery, and we will see her daily until discharge. If you are delivering at a hospital other than Methodist, the doctor on call for that nursery will see your baby until discharge.

It is very important that all of our babies 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.

## NEWBORN DISCHARGE INFORMATION

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If your infant(s) will be delivered at a facility other than where our pediatric group provides medical care, it would help create a smooth transition if you could supply us with the following 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)
<b>Birth Weight*</b>	Apgar 1 Minute and 5 Minutes
<b>Discharge Weight*</b>	<b>Maternal Fever*</b>
<b>Direct Coombs Test*</b>	RPR
<b>Maternal Blood Type*</b>	Rubella
<b>Infant Blood Type*</b>	HIV
<b>Bilirubin at 24 Hours*</b>	Hepatitis B
<b>Bilirubin, Subsequent*</b>	Herpes
Rupture of Membrane	Hearing Screening (Algo)
Length of Rupture	Number of Vessels in Umbilical Cord

**\*VITAL INFORMATION FOR YOUR PEDIATRICIAN**

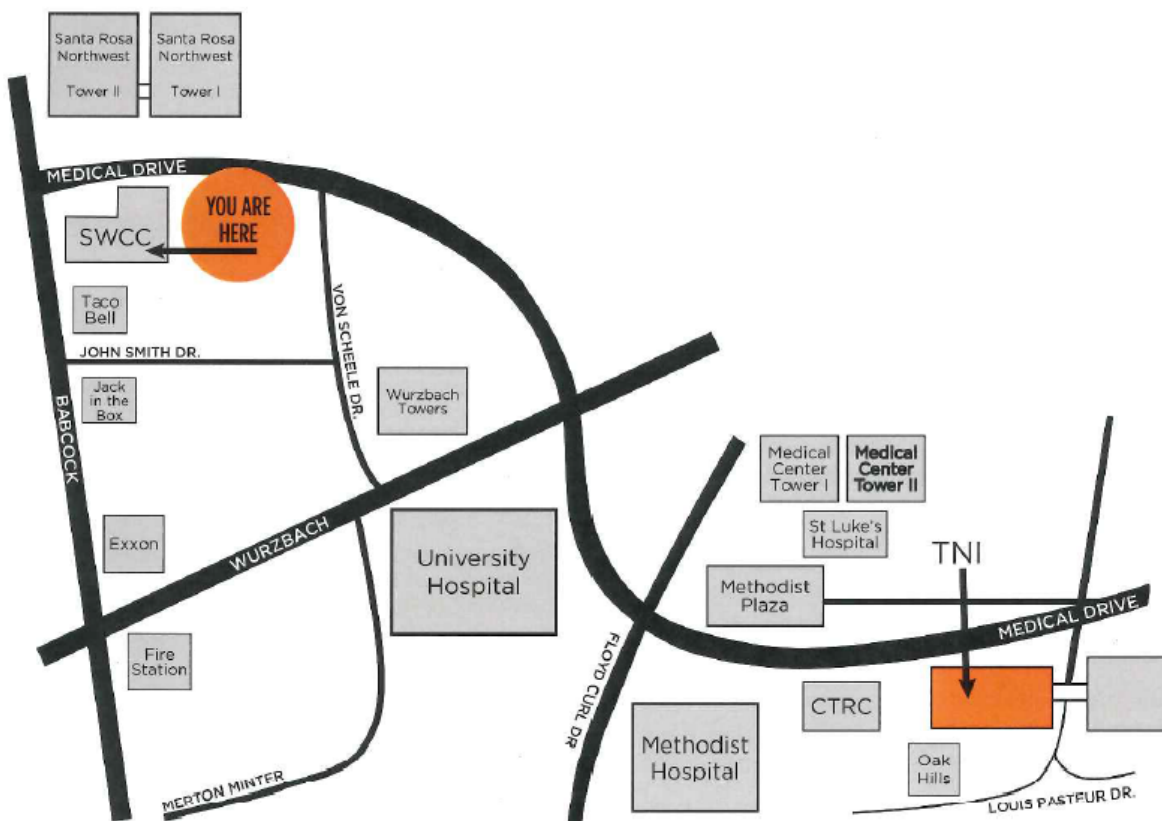
# NEWBORN SCREEN (PKU TEST)

Your new baby will need to have the 2<sup>nd</sup> newborn screen or PKU done on or after seven days of age.

Methodist Outpatient Lab  
Location: TNI Building 1<sup>st</sup> Floor  
Address: 4410 Medical Drive, Suite 110  
Phone: 210-575-6322

Laboratory order from your Physician is required for PKU testing.

No appointment necessary.



# ROUTINE VACCINE SCHEDULE

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**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**  
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 Evaluation  
Hepatitis A #2

**24 mos. Well Baby Check-Up and Vaccine**  
Developmental Evaluation

**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 #4  
MMR #2  
Varicella #2  
Vision / Hearing  
Blood Pressure / Heart Rate

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

Vision / Hearing  
Blood Pressure / Heart Rate

**10-12 yrs. Vaccine**  
Tdap

**11-12 yrs. Vaccine**  
Meningococcal Vaccine (Menactra #1)

**16-18 yrs. Vaccine**  
Meningococcal Vaccine (Menactra #2)

**9-26 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](http://www.southwestchildrenscenter.com)
- [www.aap.org](http://www.aap.org)
- [www.cdc.gov/vaccine](http://www.cdc.gov/vaccine)