

**Welcome to the UCLA-West LA Pediatric Office!** We are happy you have chosen us to be an integral part of your child's healthcare.

We would like to acquaint you with this office. [www.uclahealth.org/WLAPeds](http://www.uclahealth.org/WLAPeds).

## **HOURS**

The West LA office is open 8am to 5pm Monday through Thursday, and 9:30am to 5pm on Friday. The last scheduled appointments are at 4pm. We are open for appointments on **MOST, BUT NOT ALL, Saturday mornings** by appointment only.

## **APPOINTMENTS**

**This office sees patients by appointment only. We do not accept walk-ins.**

**Routine, non-urgent appointments** can be made by calling the office at **(310) 231-9150, option 1** or via [my.uclahealth.org](http://my.uclahealth.org). You will encounter less hold time if you call in the late morning or the afternoon.

For **same day urgent appointments**, call this office at **(310) 231-9150, option 1**. We can usually accommodate requests for same day urgent visits, but please call early, after 8am when the phone lines open. Some appointments may be available on [my.uclahealth.org](http://my.uclahealth.org) but please call if you do not see any openings on line as **we will make every effort to see our patients for same day urgent visits at our office.**

We try our best to keep to our scheduled appointments. We also try to accommodate requests for same day sick visits. Occasionally, these two goals will conflict and there may be long waiting times, and we apologize in advance. In order for us to try to keep to our schedules, we do ask that you please arrive on time for your appointment. If you are more than 15 minutes late, you may be asked to reschedule the appointment. If you need to **cancel or reschedule** an appointment, we ask that you **call at least 24 hours before** your scheduled appointment. Apt no shows or late cancellations will result in a charge.

**We also ask that all well child visits of children 2 years old and older be done in the non-winter months and not necessarily around their birthdays. The winter months are busier and the waits may be longer.**

The **Routine Well Child Visits** are at: 1-3 days after going home after birth, then ages 2 weeks, 2,4,6,9,12,15, and 18 months, and a yearly well visit thereafter. Flu vaccines are recommended starting at 6 months of age in early Fall—usually late August or early September. We usually have additional weekend hours for flu vaccines during September and October for your convenience. **We follow the standard immunization schedule and do NOT welcome patients whose parents wish to decline or significantly delay childhood immunizations.**

Before each Well Child Visit starting at 4-6 months, we ask that you fill out the developmental screening questionnaires at [www.CHADIS.com](http://www.CHADIS.com). The invitation code is 3102319150 (office phone number) and your child's name and DOB will prompt you to the correct age based questionnaire. Please click the "submit" button when done.

## CONTACTING YOUR PEDIATRICIAN

The American Academy of Pediatrics has a parent website [www.healthychildren.org](http://www.healthychildren.org) with many health, illness, and developmental topics that answer many common questions. Parenting books from the Academy is also available for purchase on that website. We have also posted links to many helpful websites on [www.uclahealth.org/wlapeds](http://www.uclahealth.org/wlapeds).

For questions that can be answered by the front office staff, or for questions regarding billing or referrals, please message or call the office at (310) 231-9150 during regular office hours. For pharmacy refills, please ask the pharmacy to fax the refill request to (310) 268-9319 or send us the refill request electronically.

For questions that are **not urgent, and are not answered on [www.healthychildren.org](http://www.healthychildren.org) or other linked websites**, it is **best to send the question via [my.uclahealth.org](http://my.uclahealth.org)**, or call the office and leave a message for your pediatrician. You should expect a call back by the next business day but depending on the extent of the consult, you may be billed for a telephone or e-visit.

Information about common illnesses and their treatments and **when to call the office urgently** are available on [www.healthychildren.org](http://www.healthychildren.org). **We also have an advice nurse available after hours to answer questions that cannot wait until the office opens.**

## EXTENDED HOURS

The West LA office usually has appointments available for urgent visits on **most** Saturday mornings. Call **(310) 231-9150, option 1**, as early as 8:00am to make an appointment for that morning. We cannot see patients on Saturdays for their well child visits, for chronic illnesses, or extended problems---these types of visits must be scheduled with the primary pediatrician on weekdays. **As with other visits, we do not take walk-in patients on Saturday mornings.** There are some Saturdays we are NOT open or when we close early; therefore, **please always call for an appointment.**

Other urgent care options are available in various locations but we highly recommend the Med-Peds office in Santa Monica at 1245 16<sup>th</sup> Street. (310) 315-8900. Please follow up at our office after any visit to one of the urgent care centers within 2-3 days.

## EMERGENCY VISITS

We encourage you to use the UCLA Santa Monica Emergency Department or the UCLA Westwood Emergency Department if you should need to take your child to an emergency room. If your child has a life threatening illness, call 911 and the paramedics will automatically take your child to the nearest emergency department. Please follow up at our office after any visit to any ER on the next day our office is open.

**If you go to the UCLA Westwood or Santa Monica Emergency Department, you do NOT need to call us for authorization.** Authorization for treatment at a non-UCLA emergency department can only be given for true emergencies or reasons which prohibit you from travelling to one of the UCLA emergency departments.

## HOSPITALIZATIONS

In the unfortunate event that your child is seriously ill, your child will be hospitalized at either the UCLA Santa Monica Hospital, or the UCLA Medical Center in Westwood.

## **REFERRALS**

We have a comprehensive group of specialists at UCLA Santa Monica and Westwood who can help care for your child should he/she need it.

For patients who have managed care insurance, a referral must be authorized. Please speak with your pediatrician to see which, if any, specialist is needed. Once a referral is submitted, you should be able to call for an appointment within a few days unless it is a complicated referral and needs special consideration or review.

For patients who have non-managed care insurance, a formal referral process is not needed; however, please speak with your pediatrician regarding which, if any, specialist should be consulted.

We thank you again for allowing us to participate in your child's health care. A list of important phone numbers appears below. If you have further questions, please ask the staff or your pediatrician.

**UCLA West LA Pediatrics**  
[www.uclahealth.org/WLAPeds](http://www.uclahealth.org/WLAPeds)  
**non-urgent msgs: my.uclahealth.org**

**(310) 231-9150**  
Fax (310) 268-9319  
Address:  
11318 National Blvd. LA 90064

UCLA Managed Care Office  
(310) 302-1300

UCLA Billing Office  
(310) 301-8660 (310) 301-8877

Radiology: [radiology.ucla.edu](http://radiology.ucla.edu)  
Labs locations: [uclahealth.org](http://uclahealth.org) under locations tab

UCLA Westwood ER  
corner of Gayley and Charles E.  
Young Dr.  
(310) 825-2111

UCLA Santa Monica ER  
1225 15<sup>th</sup> St,  
between Wilshire and Arizona  
(424) 259-6000

SM Med-Peds Urgent Care  
1245 16<sup>th</sup> Street, SM  
(310) 315-8900 open everyday

Other UCLA Urgent Care  
[www.uclahealth.org/urgentcare](http://www.uclahealth.org/urgentcare)

**To create the safest environment possible for children, our office follows the vaccine schedule recommended by the American Academy of Pediatrics. We refer patients to other offices if parents do not wish to vaccinate their children or wish to significantly delay immunizations.**