Welcome to the UCLA-Manhattan Beach 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. Please visit our website at www.uclahealth.org/MBPeds for more information and updates.

HOURS
The office is open 8:00 am to 5pm Monday through Friday. The last scheduled appointments are at 4pm.

APPOINTMENTS
This office sees patients by appointment only. WALK-INS ARE NOT ACCEPTED.

Routine, non-urgent appointments can be made by calling the office at (310) 546-8702, option 1. We encourage you to call at least one month ahead to schedule routine well visit appointments. You will encounter less hold time if you call in the late morning or afternoon.

For same day urgent appointments, also call this office at (310) 546-8702, option 1. We can usually accommodate requests for same day urgent visits, but please call early, after 8 am when the phone lines open.

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 15 minutes before your scheduled appointment time. If you are more than 15 minutes late for your appointment, 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.

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 very busy and the waits tend to be longer.

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

CONTACTING YOUR PEDIATRICIAN
The American Academy of Pediatrics has a parent website www.healthychildren.org with many health and developmental topics which answer many common questions. Information about common illnesses and their treatments and when to call your doctor urgently are also available on the website under TIPS AND TOOLS SYMPTOM CHECKER. There are also many links to helpful websites on www.uclahealth.org/MBpeds.

For routine medical questions that are not urgent and are not answered on www.healthychildren.org, we offer the following options:

a. For routine medical questions that are not urgent, you may send a message to your doctor through the UCLA MyChart (https://my.uclahealth.org/MyChart). These messages will be responded to within 24-48 hours Monday through Friday. Messages received over the weekend will be responded to during the following business day.

b. For more urgent questions or concerns, you can leave a message for your doctor with the nurse by calling (310)546-8702, option 6. You can expect a call back by the end of the day or the next business day. If the message is urgent, please indicate in your message that a return call is needed as soon as possible.
c. When the office is closed, we offer a 24 HOUR NURSE LINE by calling the clinic number 310)546-8702. If the nurse is unable to answer all of your questions, they have the ability to page one of the pediatricians on call. Your call-back number must accept blocked calls if your phone has caller ID.

d. Please note that the on-call doctor will NOT call in prescriptions, authorize refills or make appointments.

** Please remember that we are on-call in addition to our regularly scheduled work, and the on-call doctor must work a regular full day the next morning. Please be considerate in NOT paging the on-call doctor for questions that are NOT URGENT or questions that can be answered on the symptom checker site at www.healthychildren.org (ESPECIALLY AFTER 10PM) or the 24-hour nurse line. The on-call doctor will not call in prescriptions or authorize refills, nor give referral authorizations or appointments.**

Pharmacy refill requests should be done at least a week in advance by faxing the request to the attention of the primary pediatrician.

Medication doses for over the counter medications should be discussed at the routine well visits and are available on our website www.uclahealth.org/mbpeds.

EXTENDED HOURS
For a list of local UCLA immediate care and urgent care locations, please go to the following website. https://www.uclahealth.org/immediate-care
Please follow up at our office within 2-3 days of a visit to any urgent care center.

**Redondo Beach Immediate Care**
Mon - Fri, 5 pm to 9 pm
Sat, 9 am to 1 pm
Walk-ins welcome. Last walk-in patient accepted 30 minutes prior to close.
514 North Prospect Ave, Suite 103
Redondo Beach, CA 90277
310-937-8555
uclahealth.org/redondo-beach

**Marina del Rey Immediate Care**
Mon - Fri, 9 am to 9 pm
Sat & Sun, 9 am to 6 pm
4560 Admiralty Way, Suite 100
Marina del Rey, CA 90292
310-827-3700
uclahealth.org/marinadelrey

**Santa Monica 16th Street Immediate Care**
Mon - Fri, 5 pm to 9 pm
Sat & Sun, 9 am to 5 pm
1245 16th Street, Suite 125
Santa Monica, CA 90404
310-315-8900
uclahealth.org/MedPedsCare
EMERGENCY VISITS
We encourage you to use the UCLA Santa Monica Emergency Department or the UCLA Ronald Reagan Westwood Emergency Department if you should need to take your child to an emergency room. If your child has a life threatening illness, you should call 911 and the paramedics will automatically take your child to the nearest emergency department.

If you have an HMO insurance plan, you should utilize the UCLA WW or UCLA SMH Emergency Department, otherwise you may be financially responsible for the cost of the visit.

If you have PPO insurance, there are local urgent care facilities and emergency rooms available in the area. As many insurance plans are different, it is important to note what services are available within your network coverage to avoid unnecessary out-of-network costs.

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 Ronald Reagan Medical Center in Westwood. If your child is admitted to a non-UCLA hospital, pediatricians at that hospital will treat your child until he/she is stable for transfer or discharge. We cannot oversee care for children hospitalized outside the UCLA system.

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 PPO insurance, a formal referral process is not needed; however, please speak with your pediatrician whether a specialist is needed and who that specialist should be.

For patients who have HMO insurance, a formal referral process must be utilized through your primary care physician. Once a referral is written by your pediatrician, that referral form is sent to the UCLA Managed Care Office and a letter will be mailed to your home address with the authorization if approved, usually within 7-10 business days. You can then call for an appointment once you have the authorization number. If you have questions about a referral that your pediatrician already submitted, please call (310)546-8702 option 4 then option 2, or the Managed Care Office at (310)302-1300.

Please visit www.uclahealth.org/MBPeds for updates. Look under Related Links for further pediatric information.

We thank you again for allowing us to participate in your child’s health care. A list of important phone numbers appears below:

UCLA Manhattan Beach Office
www.uclahealth.org/MBPeds
Dr. Daisy Vinzon, Dr. Negar Ghafouri, Dr. Jennifer Balucan, Dr. Chiaki Jutabha; Dr Casey Sherman; Dr Amin Davari and Dr Vivian Liu
PH(310)546-8702
Option 1-Appointments
Option 3- General office information
Option 4- Pharmacy refills, referrals, records or school forms, billing
Option 6- Messages for doctors or nurses
Option 9-Advice Nurse after hours
FAX (310) 545-5310
1000 N. Sepulveda Blvd. Suite 190
Manhattan Beach CA 90266

Because of the undue burden of risk to our patients, especially our special needs patients, we do NOT accept patients whose parents do NOT want to vaccinate their children or wish to significantly delay vaccinations.