



**Pediatric Pulmonary & Cystic Fibrosis  
Center of Oklahoma**

OU Children's Physicians Building  
1200 N. Phillips Ave.  
9<sup>th</sup> Floor, Suite 9100  
Oklahoma City, OK 73104

Appointments: (405) 271-2006  
Clinic Phone: (405) 271-2234 Admin. Office: (405) 271-6390  
Clinic Fax: (405) 271-2241 Admin. Fax: (405) 271-2873  
Rx Refill Line: (405) 271-6957  
Hospital Operator: (405) 271-3636\* for on-call physician after hours

Welcome to the Pediatric Pulmonary Center at OU Children's Physicians. It is our desire that you have a positive experience here. In order to achieve our mission of quality care, there are a few clinic policies and procedures we would like to make you aware of:

**New Patients:**

- A new patient evaluation in our center will take several hours. Please plan to be here all morning if you are scheduled for a morning appointment and all afternoon for afternoon appointments.
- You will be sent to radiology for a chest x-ray, unless you bring a recent film with you to your appointment. There may also be a need for additional testing, which may take some time.
- If you are being "worked in" for an urgent visit, please be prepared to wait. The "work in" slots are in addition to the regular work day for our physicians, who also care for hospital patients. Our desire is to serve patients in a timely manner, but there are often circumstances out of our control.
- Please bring books or toys for your young children to read and play with while you wait. To avoid the spread of germs in our clinic we don't provide community toys.

**Missed & Cancelled Appointments:**

- Appointments with our specialists are hard to come by. If you must cancel an appointment, we ask for 48 hour notice. This will allow us to utilize your time slot for another waiting patient.
- Appointments can be cancelled by calling the clinic or the scheduling line at (405) 271-2006. If you don't plan to return for a follow-up visit, please let us know and we will refrain from scheduling additional visits.

**Phone Calls & Messages:**

- If you need to speak to one of our providers or nurses during clinic hours, please call the clinic at (405) 271-2234. Here you can leave a message with one of our patient service representatives or on our voice mail system. We triage calls and return them according to urgency.
- Please understand that we are seeing other patients in the clinic and we will return your call as soon as we are available. Most calls will be returned the same day, but some less urgent issues (requests for paperwork, etc.) may be returned at a more convenient time for the provider.
- Many messages may be handled by the nurse or nurse practitioner under the supervision of the physician. Most patients will receive a written treatment plan that provides instructions for how to manage respiratory illnesses at home. Please refer to this written plan while you await a call back from our clinic.
- If you have an urgent medical need that can't wait for a call back, you should probably be evaluated in the Emergency Room.

**After Hours Calls:**

- Our pediatric pulmonologists are available for urgent medical issues after clinic hours and on weekends/holidays. The on-call physician can be reached through the hospital operator at (405) 271-3636.
- Please refer to your child's written treatment plan, if you received one from our clinic, during times of respiratory illness. This plan will provide you with instructions for home management of symptoms. If you are following this plan and it indicates it is time to proceed to the Emergency Room, don't wait for a call back from the on-call physician.
- You do not need our permission to take your child to the ER if he/she is in distress.

**Medication Refills:**

- The prescribers in our clinic routinely give a sufficient supply of medications to last until your next scheduled clinic visit. Most daily medications are dispensed from your pharmacy in a 30-day supply. Each month you will need to request and pick up a refill from your local pharmacy.
- If you miss a follow-up visit in our clinic or reschedule a visit, you may run out of refills. In this case, please request additional refills through your pharmacy directly. They will contact us, usually by fax, to have additional refills authorized. This is the preferred method for refilling medications.
- Do not wait until your child is completely out of medication to request additional refills as this may result in missed doses. Please ensure that you always have your quick relief medications available at home to use during illnesses.
- If your child runs out of refills due to frequently missed appointments, we may ask you to schedule an appointment to obtain refills.
- If your child hasn't been seen in the past one year, a clinic visit will be required for refills.