



## After-Hours Care

Expert pediatric nurses at East Tennessee Children's Hospital are available by phone after-hours and weekends. If you have a question, simply call our office and ask to speak with the after-hours nurse. They work with our on-call pediatrician to take care of your child's needs. Please do not call the after-hours nurse for test results or medication refills.

If your child is experiencing a life-threatening emergency, please call 911 and go to the nearest emergency room for assistance.

The East Tennessee Children's Hospital Emergency Room is located at 2018 West Clinch Avenue, Knoxville, TN 37916. Emergency room parking is available in Garage A.

## Test Results

The easiest way to see lab results, test results and more is through our online patient portal. For tests results analyzed at an off-site lab, we will call you to report results within five business days. If you have not received results within five business days, please call our office and leave a message.

## Referrals

Please notify us at least 24 hours in advance if you need a referral to a specialist. For questions about referral requirements, please contact your insurance provider.

## Prescription Refills

We require periodic visits before medication refills can be approved. Please call our office and leave a message with your child's name, date of birth and the medicine you are requesting to refill. We will return your call the same day and either approve your refill or schedule an appointment to discuss your refill.

Please note that prescription refills can only be made during office hours, and may take up to 24 hours to process.

## Forms

Please notify us at least 24 hours in advance if you need a form completed by our office or providers.



## Appointments

We offer several appointment types:

- Urgent and sick visits
- Non-urgent visits
- Physicals

## Patient Portal

East Tennessee Children's Hospital practices now offer a patient portal that offers easy and private access to your child's medical information online, so you can view your child's health record any time, anywhere.

Ask us how you can sign up for the patient portal today! All you need is a personal email address.

## Insurance and Billing

Please bring your insurance information to each appointment, and keep us updated any time your insurance status or address changes.

We collect all co-payments prior to your appointment. For insurance plans that are based on deductible instead of co-pay, we will bill you for the visit after your appointment. If insurance information is not provided 90 days after your visit, the appointment will not be filed through your insurance. You are responsible for all charges not covered by your insurance.

If you have questions about your co-payment or insurance benefits, please contact your insurance provider. If you would like to speak to our billing office, please call (865) 541-8895.

## Cancellation, Late Arrival and No Show Policies

We work hard to make sure you are seen in a timely manner, and we ask that you make every effort to arrive to your appointment on time. Please call us as soon as possible to reschedule or cancel an appointment.

We will reschedule your appointment if you arrive more than 15 minutes later than your scheduled appointment time.

We understand that sometimes you may miss an appointment. If three scheduled appointments are missed in a one year period, we will discharge you from the practice.

## Our Providers

**Quynh Wisniewski, MD**  
**Angel Acevedo, MD**  
**Kayla Crye, CPNP**  
**Carolyn Welch, NP**



## Contact Us

### Address

1400 Dutch Valley Drive  
 Knoxville, TN 37918

Phone: (865) 689-1122

Fax: (866) 340-3781

Monday – Friday  
 8:00 a.m. – 5:00 p.m.

Thank you for choosing Boys and Girls Pediatrics, a member of East Tennessee Children's Hospital. Our goal is to provide excellent care to your child and family. If you have questions or concerns, please reach out to us.



**Boys and Girls Pediatrics**

# Welcome to Boys and Girls Pediatrics!



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