



**bay area pediatric pulmonary
medical corporation**

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INFORMATION PACKAGE

To the Parents/Guardians of _____ thank you for choosing BAPP for your child's health care. This booklet will provide you with useful information for your visit. Please read it carefully.

It is important that you...

- ✓ Review the introduction and FAQs and financial responsibilities
- ✓ Complete all forms and questionnaires and bring with you to your visit
- ✓ Keep this booklet with you for all your appointments with BAPP
- ✓ Call us with any questions at (510) 428-3305. We are here to help.

Your child's appointment is scheduled with _____

Your appointment date and time is _____ at the following location:

Children's Hospital Oakland
744-52nd Street
5th Floor OPC Building
Oakland, CA 94609
(510) 428-3209

Marin County Office
1100 Larkspur Landing Circle, Ste 150
Larkspur, CA 94939
(415) 461-3498

CHO- Walnut Creek
2401 Shadelands Drive
Walnut Creek, CA 94598
(925) 979-4000

California Pacific Med. Ctr.
3700 California St. Basement B 555
San Francisco, CA
(510) 428-3885 ext.5492

CHO- Pleasanton
5820 Stoneridge Mall Rd. Ste 210
Pleasanton, CA. 94588
(925) 463-8970

Reno- Renown Medical Center
1155 Mill Street, 5th Floor
Reno, NV 89502
(775) 982-5437

Truckee Office
Northlake Pediatrics
10956 Donner Pass Rd Ste: 130
Truckee, CA 96161
(530) 587-3523

BAY AREA PEDIATRIC PULMONARY MEDICAL GROUP (BAPP)

Welcome to BAPP.

The physicians and staff of BAPP have extensive experience in the specialized areas of pulmonary and pediatric sleep disorders. Your pediatrician or family doctor has referred your child to our clinic. When working with a medical specialist, it is important to involve your primary doctor. The following information package was created to address the questions most often asked by our patients. If you have additional questions, please call. We are happy to help!

FREQUENTLY ASKED QUESTIONS

Q. What are BAPP's office hours?

A. Our office is open from 8:00am to 12:00pm and from 1:00pm to 5:00pm Monday through Friday, except holidays. After office hours, a pulmonary physician is on call for emergencies. If you have a serious life-threatening emergency you should call 911.

Q. How do I make an appointment?

A. Please schedule your appointment by telephone during normal office hours. Tell the receptionist that you wish to schedule an appointment and the site where you want/ need to go. The following are the phone numbers you need to know according to your visit location: Oakland (510) 428-3209; San Francisco-CPMC (510) 428-3885 x5492; Marin (415) 461-3498; Pleasanton (925) 463-8970; Walnut Creek (925) 979-4000; Reno or Truckee (510) 428-3885 x5492

Q. How do I prepare for my appointment?

A. Call if your insurance requires prior authorizations. If so, make sure it is complete. If a referral is needed, this is done by your primary doctor's office. We **MUST** have your insurance company authorization prior to the visit. Your first consultation consists of a medical history and a physical exam. You should arrive 15 minutes before the appointment. Appropriate lab studies will be scheduled to help your doctor make a diagnosis and determine a course of treatment. It is important that you provide us with your child's complete medical history and information including all questions in this package. Also, please assist in helping us obtain copies of your medical records from your child's primary doctor. Please make arrangements to have everything here (chest x-rays, pulmonary function test, and medical records if appropriate) prior to your child's appointment.

Q. How do I change/cancel an appointment?

A. We understand there may be circumstances when you must change your child's appointment. If you need to do so, you must notify our office 48-hours prior to the appointment. Please contact the office number you scheduled with. Please see our Financial Information Agreement and No Show/Cancellation Policies.

Q. What happens if I miss an appointment or procedure?

A. You will be charged an administrative fee of \$50 for each missed appointment and \$100 for each missed procedure. This fee is not covered by insurance. You are responsible for paying this fee before your child can be scheduled for another appointment. Please see Financial Information Agreement and No Show/Cancellation Policies.

Q. If my child gets sick when due for an appointment, what shall I do?

A. Unless your child is too ill to make it, we will expect you at the appointment. If you suspect chickenpox, call to discuss with the nurse.

Q. If my child gets sick when due for lung function tests, what shall I do?

A. Call the Pulmonary Laboratory (510-428-3809 for appointments scheduled in Oakland and 415-600-3424 for those scheduled in San Francisco) and they will reschedule you for an appointment.

Q. What insurance plans do you accept?

A. We accept most insurance plans; the scheduler can confirm when you call to make an appointment.

Q. Who gets the authorization for the visit?

A. For new patients your referring doctor is responsible for obtaining the authorization. Thereafter, it is the patient's responsibility to ensure we receive the authorization.

Q. May I make payment arrangements?

A. If you do not have insurance and would like to be considered a self-pay patient, payment arrangements must be made in advance. Please contact BAPP's Office Manager to do so. Without prior billing arrangements, payment in full will be required at the time of visit.

Q. Are my records confidential?

A. Yes. You can be assured that all your medical records are confidential. Unless we have a signed release from you, information will be only given to those directly involved, i.e. your PMD and billing insurance companies.

Q. How do I get the results of tests recently done?

A. Once the results are received at our office, if they are normal, or unchanged you will receive a notice in the mail. If the results are abnormal or some action is needed, you will receive a call from the doctor or nurse. You should discuss when to expect results from tests done with your practitioner. Please do not call our office; you may send a secure message to your provider using our website: www.bappmc.com.

Q. My child had a sweat test to rule out Cystic Fibrosis. How do I get those results?

A. These results are usually ready by late afternoon the same day. Call DJ Kaley, RN, MSN (510) 428-3314 after 3:30 the day of the test or anytime the next day. She can look up the results on the computer.

Q. What if I have a medical emergency?

A. 1) In the event of a life-threatening emergency, ALWAYS CALL 911 FIRST or go to the nearest emergency room; 2) if your child's condition is urgent but not an emergency call DJ Kaley, RN, MSN for medical advice (510) 428-3314. She is available M-F 8:00am to 4:30pm; 3) after hours, weekends and holidays call (510) 428- 3000 and ask the operator for the Pulmonologist on call. BAPP physicians maintain active privileges at Children's Hospital Oakland and California Pacific Medical Center in San Francisco.

Q. How do I contact the doctor, nurse or office staff if I have a question?

A. For general, non-urgent questions you may send us a HIPAA-compliant secure message using our website: www.bappmc.com and go to the secure message center. For urgent matters follow the medical emergency procedure. Please be aware a fee may be associated with using the message center in the future.

Q. How do I refill my prescription?

A. We request that you keep up with your medication schedule well enough to avoid running out of medications. No calls to the office for refills are accepted. Call your pharmacy at least 7 to 10 days before you run out of medication. The pharmacy should FAX us refill requests at (510) 597-7154.

We will issue prescriptions refills and requests for re-order of pulmonary equipment only to our active patients. Those who have not been seen by our pulmonary doctor for more

than 12 months should contact their PMD. And then make an appointment to be re-evaluated in any of our pulmonary offices. It is important to maintain the prescribed medication schedule. Please do not stop giving the medications unless one of our physicians or nurses has advised to do so. Stopping of certain medications suddenly may have serious consequences.

Q. Who do I call if I have a problem with my insurance paying for medication or equipment that have been ordered by the Pulmonary doctor?

A. Call DJ Kaley, RN,MSN at (510) 428-3314. The nurse will call you back to determine what can be done to get coverage or substitute for a medication covered by your plan. DJ makes patient call-backs between 11:00 am-12:00 Noon, and 3:00 pm -4:30 pm.

Q. Who do I call if my equipment that has been ordered by the pulmonary doctor is not working or I need supplies?

A. First, call your vendor/supplier. If the vendor cannot help you or needs new orders from our office, call (510) 428-3314. We will send orders to the vendor.

Q. If I need the pulmonary doctor to fill out forms for my child, where should I send them?

A. Send them to DJ Kaley, RN, MSN, Pediatric Pulmonary Center 747 52nd Street, Oakland, CA 94609 or fax to DJ Kaley, RN, MSN at (510) 597-7154. Please allow 7 business days for completion and we will mail or fax them to the appropriate place. Depending on the length and complexity of the form, you may be charged for completion (please see Financial Information Agreement and No Show/Cancellation Policies form).

Q. My school wants a contact person for medical advice regarding pulmonary issues on my child. Who should they call?

A. Have them call (510) 428-3314. The nurse will call them back.

Q. My visit is scheduled with a fellow. What does this mean?

A. Pulmonary Fellows are pediatric physicians who are training to become pediatric pulmonary physicians. Each fellow works with us for 3 years to become eligible for board certification in this subspecialty. Each fellow works with all pulmonary attending physicians.

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Here are important BAPP contact numbers for your reference:

- **Prescription Refills:**
 - Ask Pharmacy to Fax Refill Requests to: 510.597.7154
 - We **Do Not** Accept Calls for Refills

- **To Schedule Appointments in Marin County: 415.461.3498**

- **To Schedule Appointments in Reno/Truckee: 510.428.3885 ext.5492**

- **To Schedule Appointments in San Francisco: 510.428.3885 ext.5492**

- **To Schedule Appointments in Oakland: 510.428.3209**

- **To Schedule Appointments in Pleasanton: 925.463.8970**

- **To Schedule Appointments in Walnut Creek: 925.979.4000**

- **Contact Number for Emergency Help during Nights, Weekends, or Holidays:
510.428.3000 (ask for the Pulmonologist On-Call)**

- **For NON-URGENT questions, please e-mail us at our HIPAA secure site:
www.bappmc.com**
 - In the upper right hand corner, click on “**Secure Message Center**”
 - And enroll as a new user

***Bay Area Pediatric Pulmonary Medical Corporation
Working to Help Children Live and Breathe Better***