



Welcome to the Children's Healthcare of Atlanta Judson L. Hawk Jr., M.D., Clinic for Children

What is the Children's Judson Hawk Clinic?

The Children's Judson Hawk Clinic is a specialists' office that focuses on children requiring diagnosis and treatment of complex medical conditions. Our staff treats children and young adults, from birth to 21 years of age. Some conditions we treat include:

- Brachial plexus injuries
- Cerebral palsy
- Cystic fibrosis
- Muscular dystrophy
- Spina bifida (myelodysplasia)
- Neurofibromatosis
- Neuro spine care
- Pain
- Rehabilitation
- Spasticity
- Technology-dependent (children on ventilators or those who have tracheotomies)

We do not offer services like your child's primary care doctor. Our staff does not treat children for well-child checkups, physicals or sick visits. These visits should be scheduled with your child's primary care doctor.

Our office hours are 8 a.m. to 4:30 p.m. Monday to Friday. Call 404-785-2490 to get a prescription refill, speak to a nurse or make an appointment.

Caring for You

It can be stressful when families have to worry about making many different appointments in different places. For some families, these appointments would be hard to keep—especially if they do not live in metro Atlanta. That is why we treat your child using a multidisciplinary approach to care, with cancer services, rehabilitation and neurological services all in one spot.

Because you may see numerous specialists (physicians, therapists, nutritionists, etc) during your multispecialty visit, appointments with us tend to last 1 to 3 hours. Please bring books, toys, light snacks, extra diapers to make passing the time easier for your and your child.

Frequently Asked Questions

What doctors will my child see during his visit?

This depends on your child's diagnosis, medical history and the specialists involved. Sometimes your child will be treated by a nurse practitioner and physician assistant, who will talk to your child's doctor, as needed.

In order to perform a full exam of your child, you may be asked to put your child in a gown that we will provide. Dressing your child in loose clothing before the appointment may make dressing in the gown a little easier.

How will my insurance company or I be billed?

There will be at least two bills for your child's treatment—one for hospital services (such as, a facility charge, labs, radiology or therapies) and one for the doctor's fee.

If your child was treated by multiple doctors, you might get more than two bills asking you to pay more than one copayment. You also may receive a bill from a doctor's private office. Some of our doctors bill their clinic services through their offices instead of through Children's.

Check with your insurance company to see what copayments and deductibles you must pay.

Contact 404-785-2490 if you have any questions about your bill.

What types of insurance does Children's accept?

We accept most insurance plans. Some doctors bill through their private office, which may not be in-network for your child's insurance plan. If you have an out-of-state insurance policy, your child also may be considered out-of-network.

How do I get prescription refills?

We can only refill prescriptions issued by physicians here in the Judson Hawk Clinic. Call 404-785-2490 and choose the *Speak to a Nurse* option—at least a week in advance before needing a refill. Then, choose the clinic your child goes to for care. Our nurses also are caring for other patients and may not be ready to take your call. Allow two business days for us to return your call.

Will I receive an appointment reminder?

Yes. One week before your child's appointment, we will call you. When you get the call, press 1 on your telephone to confirm the appointment. Call 404-785-2490 to confirm or change your child's appointment.

What happens if I am late for an appointment?

Call 404-785-2490 and choose the *Appointments* option. If you are late, there may be a longer wait time before your child is seen. Wait times can be from 10 minutes to two hours.

If you are more than 15 minutes late for your child's visit, you may have to reschedule your

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child's visit.

What if I need to cancel an appointment or miss an appointment?

If you cancel an appointment or miss one, the next appointment might not be for several months. If you do not show up for three appointments, we will not call you to reschedule.

If I leave a voicemail, when can I expect a return call?

Allow two business days for us to return your call. We will try to return your call as soon as possible. Urgent calls will be answered first.

If you have an emergency, call 911 or take your child to the nearest emergency department.

Do I pay for parking?

We do not validate parking. We recommend bringing at least \$5 for pay for parking.

Scheduling

- Children's Judson Hawk Clinic
Call 404-785-2490 or e-mail judsonhawkclinic-sr@choa.org to schedule an appointment.

Customer Service

Our goal is to give your child and family quality care and superior customer service. At Children's, we are always looking for ways to make our services better. Children's gives out customer service surveys every month. The survey asks questions about your visit and asks you to rate us on a scale of one to five, with five being excellent. Our customer service goal is to get an excellent rating on all the survey's questions. If you feel you cannot give us a five, ask to speak with a supervisor or manager. We would like to talk about your concerns right away. Your opinion matters—it helps us to do a better job of caring for your child.

Some physicians and affiliated healthcare professionals who perform services at Children's Healthcare of Atlanta are independent providers and are not our employees.

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