



WELCOME!

UROLOGY FOR CHILDREN – MAIN OFFICE
200 Bowman Dr., Ste. E-360
Voorhees, NJ 08043
Telephone: (856) 751-7880

Fax: (856) 751-9133
NPI: 1780736686

When you choose Urology for Children, LLC (UFC), your child's urological concerns become our responsibility and we work as hard for your child's health as you do. We all share that commitment, setting high standards for ourselves and the quality of our care and we deliver on that promise through caring, convenience, and qualifications.

We will attempt to have you see your child's personal provider at each of your appointments. However, if he or she is not available, our providers work as a team and use our electronic medical records system to provide coordinated care.

In order to facilitate your appointment, we ask that you please take a few moments and complete the enclosed forms. By doing this prior to your office visit, we hope to make your visit as efficient as possible. We will need you to bring the following to your appointment:

- Completed New Patient Paperwork
- Insurance cards
- Driver's license or picture ID
- Insurance copay
- List of medications and allergies
- CD disk and reports, if performed, relating to your current problem
- Any Lab Test Results
- Legal documentation certifying guardianship status (if applicable)

If your insurance requires a referral or pre-authorization when seeing a specialist, please contact your primary care physician and confirm this has been completed.

We appreciate you taking the time to help us streamline your visit and serve you as efficiently as possible. If you have any questions or need any assistance, please call our office. We will be happy to help you in any way we can. We look forward to meeting you and your child soon.

GENERAL INFORMATION

Scheduling Appointments

Please make sure you keep our office up-to-date with your current insurance information so we can properly receive the necessary referral and/or authorizations before your scheduled appointment. Be sure to tell the receptionist the reason for the appointment so we can schedule with the best-suited provider and on a date and time that allows for all imaging studies, records, referrals, and authorizations to be received **prior to** or the day of the visit. If all information is not available by the appointment time, most likely your appointment will have to be rescheduled. Patients arriving more than fifteen minutes after their scheduled time, without a referral and/or without films, test results or studies, may also need to be rescheduled. Our office will work with you to procure this information but, ultimately, it is left up to you to ensure our office receives this important information.

Regular Office Hours

Monday through Thursday

8:30 a.m. to 5:00 p.m.

Friday 8:30 a.m. to 4:00 p.m.



Office Locations

New Jersey

200 Bowman Dr., Ste. E360
Voorhees, NJ 08043

239 Hurffville-Crosskeys Rd., Ste. 240
Sewell, NJ 08080

1000 Atlantic Avenue
Camden, NJ 08104

Pennsylvania

160 East Erie Ave., Ste. 2205
Philadelphia, PA 19134

2701 Blair Mill Rd., Ste. 6 1521 8th Avenue, Suite 201
Willow Grove, PA 19090

Bethlehem, PA 18018

After Hours Emergencies

Health care emergencies can happen anytime. If you have an urgent problem and the office is closed, call us anyway at (856) 751-7880. We're on call 24 hours a day. If you feel that you have a life-threatening emergency, call 911 or go straight to the nearest hospital emergency department. Please remember, it is your responsibility to inform the practice regarding care with any other health care facilities and providers.

First Visit and Follow-up Visits

On your first visit, check-in at the reception desk so your information can be reviewed for accuracy. You can help us serve you better by notifying the receptionist of any changes in name, address, telephone number, or insurance coverage since the time of your last visit. Verifying this information at each visit will help ensure the accuracy of submitting your services to your insurance company in a timely manner.

We try to follow our scheduled appointments as closely as possible. However, due to unavoidable circumstances, a provider may be called away to perform emergency surgery or may have to spend additional time with a patient who may have an appointment prior to yours. This may result in a delay in seeing your provider. We appreciate your patience and understanding in such circumstances.

Prescriptions and Refills

Please evaluate your medication supply prior to your office visits and try to correlate all refills with your scheduled appointments. Should refills be requested after a visit, they will only be authorized if the provider determines there is an extenuating circumstance warranting a refill outside of the timeframe of a scheduled office visit. In those situations, the refill will only be performed during normal office hours and will require a 24-hour turnaround time.

When you call, please have the following information ready: patient name and date of birth; prescription name and number; pharmacy name and telephone number. Please check at the pharmacy after 24 hours - please do not first recall our office. We will only call you back if there is a problem with refilling your request. If you utilize mail in a pharmacy, we will attempt to electronically prescribe the medication. If we cannot electronically complete the prescription and have to write the prescription, it becomes your responsibility to pick up the script and mail it in.

Surgical Deposits

The decision to proceed with a surgical procedure is often a difficult one. At UFC, we respect your need for certainty regarding your decision to schedule a surgical procedure for your child. The administrative work involved in booking a procedure is extensive. Just as you would like to be certain of your choice, we also need to know that your decision is well thought out and secure. We require a \$250 surgical deposit to be paid at the time of scheduling the procedure. If the amount of your deposit exceeds the actual amount that is owed (after all charges and payments have been applied to your account) you will be issued a refund.