

WELCOME

Founded in 1961, Little Rock Pediatric Clinic is a thriving and progressive medical practice providing exceptional care for children from birth until age 18. We look forward to getting to know you and your family. We have 8 providers available for well-child check-ups, immunizations, school physicals, and the inevitable sick visits. We see newborns at Baptist Health Medical Center in Little Rock. We also admit some sick patients To Baptist, but we generally refer to Arkansas Children’s Hospital when inpatient care is needed. Thank you for visiting our web site. Please call or email us today for either more information or to make an appointment.

MISSION

As we see it, our mission is to provide the best possible, quality care to any child and their family with compassion and kindness.

HOURS OF OPERATION

Monday-Friday, 8:30 -5:00

Saturday, 8:30-11:30 (sick children only)

POLICIES

Appointments. We generally see patients by appointment only. Call our office at 501-664-4044 to schedule an appointment. You may also request an appointment via our secure patient portal. We ask that you contact us as soon as possible if you are unable to keep an appointment so that we may offer that slot to someone else.

Our Saturday appointments are reserved for sick children only. You may call on Saturday beginning at 8:15 to schedule an appointment for that morning.

“Walk-in” patients not in need of emergent care will be given a scheduled appointment. We will attempt to accommodate every child whom the parents perceive as truly sick and needing attention and will do our best to either see that child or arrange for an alternative.

Phone Calls. We have a nurse available for phone calls during office hours. For refill requests or concerns about your child’s health, it is best to leave a message for our phone nurse. Messages received before 3:00 P.M. are usually returned that day, depending on volume. Please be aware that we do not call in antibiotics or narcotics without seeing the child. You may also submit refill requests via our secure patient portal.

After Hours Care. If you feel your child needs medical attention outside normal clinic hours, you may call our answering service at 501-377-1113. We are also affiliated with Kids Care, a telephone service staffed by registered nurses at Arkansas Children’s Hospital. Your initial call may be returned by an RN, but if contact with a physician is warranted, or if you prefer to speak with a physician, the nurse will relay the message to our physician on call.

Late Policy. It's important that you arrive on time for your appointment. We all know traffic is unpredictable, so please allow for ample travel time. Ideally, new patients need to arrive at least 15

minutes early, and existing patients a few minutes prior to your scheduled time. If you are more than 20 minutes late, we may have to reschedule your appointment.

No Shows. Patients, families and caregivers that miss appointments will be notified that no-show appointments are unacceptable. Patients with two or more no-show visits within a rolling twelve month period are sent a no-show warning letter. If a patient accrues three or more no-show visits in a rolling twelve month period, LRPC reserves the right to terminate the patient from the clinic.

It is the policy of LRPC to request patients to cancel or reschedule appointments if needed within 24 hours of the scheduled appointment time in order to allow room to schedule other patients in need of medical care.

LRPC understands that there are occasions when a patient must miss an appointment due to unforeseen circumstances or a scheduling conflict beyond his or her control. In this event, LRPC asks that patients call the office at 501-664-4044 and cancel the appointment within eight hours of the scheduled visit.

Insurance. We accept most insurances as well as Arkansas Medicaid (ARKids). It is your responsibility to ensure that we have the correct information regarding insurance coverage. Please confirm your insurance coverage at each visit. If we do not receive correct information, you may be billed for the services we provide.

Adding a Newborn. Most insurance plans allow 30 days to have your new baby added to your policy. If you fail to add your baby during this time, you will be responsible for all charges and may not be able to add them until open enrollment. The plan administrator or HR department can advise you on this. You may also contact your insurance company directly.

ArKids Enrollment. It is critical that you keep up with your child's Arkids enrollment requirements. Medicaid requires a number of forms and other documents for approval. We encourage you to stay in touch with your caseworker throughout the enrollment period, as well as during re-enrollment when your baby turns 1. Failure to re-enroll will result in a lapse in coverage where you will be held responsible for all charges. You may also contact our billing office for assistance with this process.