

## QUICKCARE FAQ'S

Question	Answer
<b>What are the hours?</b>	Daily (weekdays)      8 am – 9 am and 3:30 pm – 4:30 pm
<b>Can I walk in without an appointment?</b>	Yes, but please review our <b>QUICKCARE</b> Criteria to make sure you meet the requirements before coming to the office.
<b>What concerns will be seen?</b> <b>“QUICKCARE CRITERIA”</b>	<p>Due to the volume of patients that are seen through our QUICKCARE clinic you must meet this criteria:</p> <p>****Short term symptoms of one of the following:</p> <ul style="list-style-type: none"> <li>● <b>Cough</b>                      ~ <b>Cold symptoms</b></li> <li>● <b>Sore throat</b>                ~ <b>Rash</b></li> <li>● <b>Fever</b>                         ~ <b>Urgent injury (except concussion &amp; auto accident)</b></li> <li>● <b>Red eye</b>                      ~ <b>Pain with urination</b></li> <li>● <b>Vomiting</b>                    ~ <b>Abdominal pain</b></li> <li>● <b>Ear pain</b></li> </ul> <p style="text-align: center;"><i>If there is a true medical emergency or life threatening condition, please call 911 or visit the nearest emergency room.</i></p>
<b>What concerns will NOT be seen?</b>	<p>Due to the volume of patients we see during <b>QUICKCARE</b>, we limit the types of visits that we see (see “<b>QUICKCARE CRITERIA</b>”). If you come in for any of the following concerns, we will request that you schedule you an appointment or refer you to either Children’s Mercy ER or Children’s Mercy Blue Valley Urgent Care.</p> <ul style="list-style-type: none"> <li>● <b>Issues lasting longer than 3 days</b></li> <li>● <b>Medication refills</b></li> <li>● <b>Hospital follow up visits</b></li> <li>● <b>Prior visit rechecks (Example: Ear recheck)</b></li> <li>● <b>Concussion or Concussion Clearance</b></li> <li>● <b>Sports/Wellness physicals</b></li> </ul>
<b>Who will see my child?</b>	Our Board Certified Pediatricians staff our <b>QUICKCARE</b> hours.
<b>What is the wait time?</b>	Due to the nature of walk-in appointments, the waiting time can vary from season to season and week to week.
<b>When should I schedule an appointment versus using QUICKCARE?</b>	<p>On most occasions, our unique scheduling, allows us to see ill children on the day you call with a scheduled appointment. We encourage parents to call our office early in the morning to make a same day appointments. Of course, if you cannot wait for a scheduled appointment, please refer to our <b>QUICKCARE</b> hours.</p> <p>If you have questions or need to schedule an appointment, our scheduler and phone nurse is available Monday – Friday beginning at 7:30 am.</p>
<b>Will all patients be seen?</b>	<p>If we are experiencing unusually high volume of patients, it may be necessary to stop accepting patients earlier than our normal closing time.</p> <p>If this is the case, we will post a notice on Facebook and our entrance door.</p>

	<p><b>Quick Tip:</b> Arrive at the beginning of our <b>QUICKCARE</b> hours. We make every effort to see all patients who during this time and meet our <b>QUICKCARE</b> criteria.</p>
<p><b>Can I come early?</b></p>	<p>You are welcome to arrive early, however, we don't start seeing walk-in patients until <b>QUICKCARE</b> hours begin.</p> <p>Walk-in patients will be checked in as they arrive.</p> <p>Our doors open 15 minutes prior to our 1<sup>st</sup> appointment of the day to allow patients to promptly check in. Weekdays, our doors open at 7:45 am.</p>
<p><b>Can I still schedule an appointment for the symptoms listed for <b>QUICKCARE</b>?</b></p>	<p>Yes, we reserve same day sick visits for those that would prefer to schedule an appointment. These appointments are only available for day of use and they do fill up quickly. We encourage you to call early, our staff is available Monday – Friday beginning at 7:30 am.</p>
<p><b>Will you still give flu shots during <b>QUICKCARE</b> hours?</b></p>	<p>Yes. We encourage you to check our website or Facebook page often for flu vaccine availability.</p>