



Welcome to Kids Health Partners!

Whether you are just checking us out or have already decided to join our practice we hope the following information helps answer many of the questions you may have. Please feel free to contact our office if you have additional questions or would like to schedule a “meet and greet” with one of our pediatricians. Our office phone number is: 847-677-7250.

FAQs: Expectant Parents

Q: Where do I start?

A: We know selecting a pediatrician for your newborn is an important decision. If you are new to Kids Health Partners, a great place to start is to schedule a no-charge “meet and greet” appointment with one of our pediatricians. Coming for a “meet and greet” gives you the chance to tour the office, meet our staff and get to know our doctors, which will give you a nice overview of our practice.

Q: I am ready to choose KHP. Do I register now or wait until the baby is born?

A: You will not need to register the baby with our practice until after the baby is born.

When registering at the hospital where you plan to deliver, provide our contact information so that KHP will be notified when the baby is born. If you are delivering at Evanston Hospital one of our doctors will visit the baby in the hospital every day until the baby is discharged. If you are delivering at another hospital where our doctors do not have staff privileges, make sure you sign a release form authorizing the hospital to fax the baby’s hospital medical records to our office or bring a copy of the medical records with you to your first appointment.

After the baby is born, please contact our office to register your newborn and make the baby’s first appointment. The newborn appointment is usually one to three days after your baby is born. When you call, we will ask for the baby’s name, date of birth, gender, address, telephone number and insurance policy you plan to use (even if the baby has not yet been added to the policy). We will also refer you to our website (www.kidshealthpartners.com) in case you want to download and complete the new patient forms before you arrive for your appointment.

Q: Does KHP have a lactation nurse?

A: Yes. Jeanie, one of our registered nurses, specializes in lactation education and she is available, by appointment, to meet with you for evaluation, teaching and support.

FAQs: General

Q: Where do I start?

A: We know selecting a pediatrician for your child(ren) is an important decision. If you are new to Kids Health Partners, a great place to start is to schedule a no-charge “meet and greet” appointment with one of our pediatricians. Coming for a “meet and greet” gives you the chance to tour the office, meet our staff and get to know our doctors, which will give you a nice overview of our practice.

Q: I am ready to choose KHP. What do I do next?

A: Please contact our office to register your child(ren). When you call, we will ask for your child’s name, date of birth, gender, address, telephone number and insurance policy. We will also refer you to our website (www.kidshealthpartners.com) in case you want to download and complete the new patient forms before you arrive for your first appointment.

We strongly encourage you to mail or fax your child’s existing medical records to our office in advance of the first appointment. If that is not possible, please bring the records to the first appointment. At a minimum we need your child’s immunizations records and growth charts, and it is helpful to receive any records relating to significant health concerns or chronic issues. Visit the “New Patients” page on our website (www.kidshealthpartners.com) to download the form “Authorization for Release of Patient Health Information” that you may use to request records from your former pediatrician(s).

**If you are expecting a baby, see the section above titled “FAQs: Expectant Parents.”

Q: Do I need to pick a primary doctor?

A: Not according to Kids Health Partners, but most of our families enjoy the continuity of seeing the same doctor for well visits. Insurance plans vary however, as to whether or not a Primary Care Physician (PCP) must be chosen. We have a wonderful team of pediatricians and we hope you have the opportunity to meet all of them. When scheduling appointments the staff will always ask which doctor you would like to see and will work within the parameters you provide us to find an appointment for your child.

For most of our patients using All Kids (Medicaid) insurance, the program does require you to choose a primary care physician (PCP). As long as you have designated one of the KHP doctors as your PCP, you will be able to see any of our pediatricians.

Q: What is the schedule of check-ups and vaccinations?

A: Our pediatricians follow the recommendations of the American Academy of Pediatrics for routine preventative health visits and recommended vaccinations. We encourage you to visit the “Medical Info” page on our website (www.kidshealthpartners.com) to access our schedule of immunizations and check-ups.

Q: How easy is it to schedule appointments?

A: Visits for newborns and emergencies take highest priority. We always offer same day appointments for sick visits and can usually accommodate a request for a well child visit within a few days, unless presented with very restrictive parameters (i.e., specific day, time and/or doctor) which would require more advance planning. Our busiest months of the year are June through August due to high demand for school-required physicals. We encourage our families to call in the Spring to book summer physical appointments, especially if you have multiple children.

Q: Do you have walk-in hours?

A: We offer walk-in availability 8 to 9 am Monday through Friday for minor illnesses and injuries including colds, coughs, sore throats, and earaches. No appointment is necessary, but we encourage families to call ahead when possible. This gives us time to pull and prepare the chart before you arrive.

Q: Do you offer evening and weekend office hours?

A: The practice is open late three weekday evenings: Mondays, Tuesdays and Thursdays until 8 pm. We are also open 8 am to 1 pm on Saturdays by appointment only.

Q: Is there an after-hours answering service?

A: For any urgent questions or concerns after hours, simply call our main office phone number (847-677-7250) and your call will be automatically forwarded to the cell phone of one of our three doctors. We do not use an answering service!

Q: Do you accept my insurance plan?

A: In this dynamic health insurance climate, we are unable to keep a list of every plan we participate in. We also encourage you to contact your insurance company to ask by physician name if our doctors are IN NETWORK for your plan and if they are not, what the benefits for OUT OF NETWORK coverage are.

Our receptionists will request to see your insurance card at every office visit so that we can process your claims correctly and as efficiently as possible.

Q: Which hospitals are the KHP pediatricians affiliated with?

A: We serve inpatients at three area hospitals: Evanston Hospital and Ann & Robert H. Lurie Children's Hospital of Chicago (formerly known as Children's Memorial Hospital).

Q: What if I call your office with questions? Will I be able to speak to the doctor?

A: To serve callers in the most efficient manner possible, our phone call triage process typically begins with one of our nurses. We have four compassionate and knowledgeable nurses who have more than 90 years of combined experience. We make every effort to have a nurse available to take your call immediately. During our busiest times of the day one of our receptionists will take a message and a nurse will return your call as soon as possible.