**Nagireddi Pediatrics**

**Venkata S. Nagireddi, M.D.**

**1463 Hwy 61 South, Suite C**

**Festus, MO 63028**

**(636) 937-2755- Office (636) 933-2910 Fax**

**After Hours (314) 747-7717**

**WELCOME TO NAGIREDDI PEDIATRICS!** We are please to welcome you to our practice and hope you understand that our mission is to provide your family with quality healthcare and courteous customer service**.** We look forward to working together with each one of you to make your experience at NAGIREDDI PEDIATRICS beneficial and timely. However, we do need YOUR help! Please take a few moments to read the following guidelines - guidelines that we feel will help us better address your family’s needs as well as those of our other patients.

**\*Appointment Cancellation Policy:** 24 hour notice is appreciated so other patients can be accommodated.

**\*Missed Appointments:** Three (3) consecutive missed appointments without proper notification (as outlined above) will be cause for dismissal from practice with advance notice.

**\*Prescription Refill Notifications:** Please contact your pharmacy and request them to send an e-prescription request to our office and it is necessary to allow 24 hours. For control substance, such as ADHD refills, a three (3) day advance notice to our office is required. ADHD scripts cannot be faxed or phoned to a pharmacy

**\*Returned Calls by Physician:** The Doctor will return phone calls as promptly as possible. However, please remember that when you call during office hours, he is often with a patient and your call will be addressed during a break in his schedule. Most calls are returned at the end of the day. As a helpful reminder, when you call the doctor, please do so from an “unblocked” phone….otherwise he will be unable to return your call.

**\*After Hours Phone Calls:**  During all closed business hours, calls with be answered by St. Louis Children’s Telephone Triage Service. These calls are answered by a licensed Registered Nurse highly trained to handle your pediatric questions. Triage will be able to provide you with proper care instructions.

**\*Transfer of Records:** Please provide 2-week notice to ensure timely record transfer.

**\*Office Hours:** Monday - Friday 8:00am-4:30pm

Lunch on full days: 12:30pm-1:00pm

**\*Closed for Holidays:** New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving and the Friday after, Christmas Eve and Christmas Day.

**\*Payments:** Co-pays are due at your appointment time. For all payments, we accept cash, check and MasterCard/Visa credit or debit cards.

**Welcome to Nagireddi Pediatrics!!**