



## SOUTH RIDING PEDIATRICS

25055 Riding Plaza, Ste. 150  
South Riding, VA 20152  
Phone: (703)327-0075  
Fax: (703)327-7977  
[www.southridingpediatrics.com](http://www.southridingpediatrics.com)

## FARRELL PEDIATRICS

1800 Town Center Dr, Ste. 413  
Reston, VA 20190  
Phone: (703) 435-0808  
Fax: (703) 435-4685  
[www.farrellpediatrics.com](http://www.farrellpediatrics.com)

WELCOME!

Welcome to South Riding Pediatrics and Farrell Pediatrics, divisions of Trusted Doctors. We are honored that you have chosen us as your child's medical home, and we look forward to working with your family.

### Office hours

Monday through Friday 7am to 5pm. Our phones are closed daily from 12pm to 1pm.

Saturday hours are for acute care from 8am to 12pm at South Riding Pediatrics only.

After hours, physicians or our triage nursing service will help you in an emergency by your office at the number above.

### Telephone and communications

Our staff answers the phones from 7am to 5pm Monday-Friday and 8am to 12pm on Saturday. Please remember general medical questions, prescription refills and other non-emergent matters should be taken care of during regular office hours. As a courtesy, automated reminder calls will go out 48 hours prior to prescheduled appointments. It is the parents' responsibility to keep track of the scheduled appointments. Fees for telephone advice will be billed to the insurance company.

### Primary Care Physician

As your child's medical home, it is important that you call your insurance company to inform them that South Riding Pediatrics or Farrell, divisions of Trusted Doctors, will be the chosen PCP. Our tax ID is 54-0967672. Please choose one of the following physicians: John Farrell, Shannon Price, Dina Gottesman, Benjamin Reynolds, Lynn Fogarty, Laura Tilman, Elizabeth Lawton, Elena Shea, Alice Mar, Amy Shipley, Elizabeth Dexter-Rice or Elizabeth Brantley. **Failure to take this step may hinder the care your child may need as we will not be able to coordinate care properly.**

### Appointments

All patients are seen by appointment only. Sick children are usually seen the same day. We advise you to call as early as possible if your child is sick. Well check appointments are scheduled up to six months in advance. We require a minimum of 24 hours' notice of cancellation for any appointment or a fee may be assessed.

### Vaccine Policy

We strongly feel that childhood vaccines are safe and effective, and we strongly recommend use of the AAP schedule. As pediatricians, we must ensure that our office is a place that is as safe as possible for those children who cannot get vaccines (e.g.: newborns or children with cancer or post-transplant). We only accept patients who have been vaccinated.

### Prescription refills

Please call your pharmacy to initiate a refill.

Please make every effort to request refills or medication before you run out.

Your child may be required to see a physician before we issue a refill.

Please allow 48 hours for pharmacies to be notified.

### Insurance and Billing Questions

Trusted Doctors Billing Specialists will be happy to help you Monday through Friday 8:30am to 4:30pm. Please call 703-322-0245.