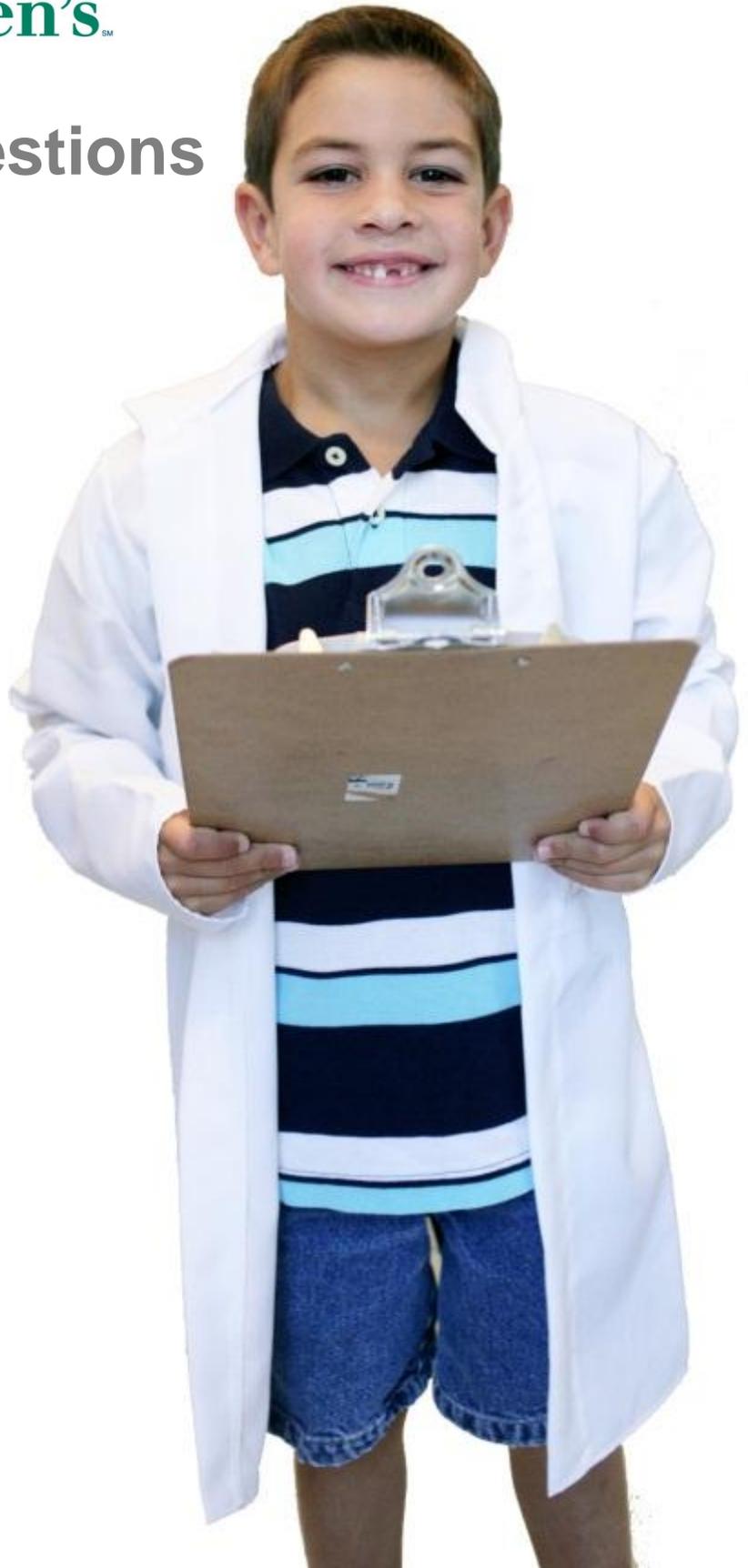


**CookChildren's**<sup>SM</sup>

## Interview questions





## Questions to ask yourself during the visit:

How many patients are waiting? If there are a lot, is it because the office overbooks, or because the doctor is spending additional time with a patient who needs it? You might want to ask other parents if this is normal.

Is there a place where sick kids can be separated from those who are there for a well visit?

Is the reception area clean and child-friendly? (Realize that children have been in the office all day long, so it may be cluttered, but it should still be clean.)

Is the office staff friendly?

Is the office staff helpful?

How does the staff speak to others in the waiting area or on the phone?

When you tour the exam rooms, are they clean?



## Questions for the office staff:

What are the office hours? Are there evening or weekend hours to accommodate working parents?

Does a pediatric nurse practitioner (PNP) work in the office? If so, what is his/her role in the practice?

Is emergency coverage available 24 hours a day, 7 days a week?

When is the best time to call with routine questions?

Do nurses screen phone calls?

If the doctor is not available to speak on the phone, who will handle your questions?

Is email an option for communicating with your doctor?

Does the practice use an electronic medical record that may make it easier to transfer your child's health information, fill out forms, and schedule appointments?

Does the practice have its own website that provides helpful advice and access to reliable health educational material, or password protected access to directly view your child's test results?

Does the practice have an after-hours answering service?

Is the after-hours phone service tied in with a hospital or a nurse-on-call system?

Where are patients referred after hours?

Is there access to specialists and intensive care if needed?

What are the payment policies (this is especially important if you do not have prepaid health coverage)? What are the fees for services?

Must they be paid in full at the time of the visit or can payment plans be arranged?





## Questions to ask yourself after the visit to help you make an evaluation:

Did the pediatrician listen to your questions and concerns attentively?

Did the pediatrician answer your questions and respond to your concerns patiently and clearly?

Did the pediatrician seem genuinely interested in you?

Did you trust this pediatrician?