



S. Rene Benson, MD
Stephen J. Malloney, DO

Practice Information Sheet

Location: 128 Medical Park Road
Suite 200 (Second Floor)
Mooresville, NC 28117

Telephone/Fax: 704-696-2085 (phone)
704-660-0194 (fax)

Office Hours: Monday through Friday 8:00 AM-5:00PM
Closed Saturdays, Sundays
and Holidays

Website: www.MooresvillePediatrics.com

Facebook: www.facebook.com/MooresvillePediatrics
Like and share our Facebook page! We post the latest information and updates here!



Appointment Policies:

Well children and adolescents are seen for regular checkups by appointment only Monday through Friday. Sick children are seen by work-in appointments between our regularly scheduled patients. If your child is sick, it is important that you call for a time to be seen; this allows the necessary paperwork to be ready for your child's visit when you arrive.

Wellness Visit Policy:

Regular wellness visits are a vital part of pediatric care. Scheduled routine checkups are recommended at the ages of:

Within the first 2W	9 months	2 years
2 months	12 months	approximately yearly from ages 2-6
4 months	15 months	approximately every 2 years after school age,
6 months	18 months	unless the patient is involved in sports or other activity that require yearly physical forms to be on file.

For your visits, please bring immunizations records, insurance or Medicaid cards, any form that needs to be filled out, and all regular medications. A parent or legal guardian must accompany the child for all visits; if this is not possible, a written note from the parent or guardian authorizing permission to evaluate and treat should be sent with the patient. Please attempt to bring only the patient that is being seen for the wellness visit, when possible. This will ensure that your child is receiving the best care possible. We realize, however, that this is not always possible.

Vaccine Policy:

We believe that vaccines are an important part of both public health and the health of our patients. Thus, Dr. Benson and Dr. Malloney require our patients to be vaccinated according to the American Academy of Pediatrics and the Centers for Disease Control guidelines. We typically defer or do not give vaccines to children only when a medical condition deems appropriate.

Calling For An Appointment:

We see children by appointment only. Certain situations are clear indications for an appointment and we will make every effort to accommodate your child's needs. However, it is often a good idea to leave a message and speak with one of our nurses before requesting an appointment, because we may be able to treat your child easily at home, saving you travel time and the cost of an office visit. **Please do not drop by the office without an appointment.**

Calling During Office Hours:

During office hours, please leave all necessary messages with our receptionist. All medical calls are screened by our nurses who have been specially trained to help make decisions on which patients need to be seen and how to treat common problems at home. The nurse will consult the physician regarding further advice, prescription call in's, and children who need to be seen. During office hours, you can call the nurse regarding any problem or questions about your child's health. When possible, please place these calls before 3:00PM to allow the nurse time to consult the physician when necessary. Non-urgent calls placed after 3:00PM may be returned the next business day.

Waiting Room:

Our waiting room is often a very busy place. Children are seen for a variety of problems that take variable amounts of time. We try to keep your wait to a minimum, but especially during our sick seasons, the wait can be longer, and we ask for your patience. Our staff will make every effort to let you know at check in when your physician is running behind. Let us know if you have a time constraint and need to leave early or reschedule.

Prescriptions By Phone:

If your child has been seen for regular checkups, we may call in prescriptions for minor illnesses over the phone. This service is a privilege, not automatic, and is strictly limited to minor complaints. The physicians and nurses will help you judge whether or not your child can be adequately treated without an exam. We will contact you if our staff feels your child needs to have an office visit. Our physicians require that your child be seen for before any antibiotics will be called in.

Prescription Refills:

We refill prescriptions only during office hours. If your child takes a controlled substance, such as ADHD medications, you will need to call our office to request prescription refills each month. **Please plan ahead so that your child does not run out of important medications.** Our office asks for one to two days allow completion of refills. If your child needs refills on any regular medication, please contact your pharmacy directly for refills. If authorization is required, the pharmacy will contact our office.

Emergency Calls: Day and Night Coverage:

Our practice is always covered for emergencies such as seizures, broken bones, burns, etc. For life threatening emergencies, you should ALWAYS call 911 first. If you have a non-life threatening emergency, our doctors will often be able to provide you with critical first aid instructions by phone and can help you determine whether or not EMS should be called or if it is safe to drive to the emergency room. When you call in, please indicate to the receptionist that you have an emergency situation by saying "This is an emergency". Do not allow the receptionist to put you on hold without indicating that you have an emergency situation. If for any reason you have difficulty reaching our office, call the nearest emergency room. Call 911 only for emergencies where your child may need resuscitation (for example, your child has stopped breathing or is having a seizure) or special help in transporting to an emergency room. **Poison Control Center's phone number: 1-800-222-1222.**

Nighttime Calls:

After hours, calls should be made only for emergencies or urgent problems that CANNOT wait until morning. At night, your physician's phone line must be kept open for these purposes. Calls about mild illnesses, long-standing problems, appointment requests or cancellations, and medications can usually wait until the next day. Our office closes at 5:00PM and opens at 8:00AM Monday through Friday. During these hours, we ask that you call our office at 704-696-2085 and choose option 9 to leave a message. The physician on call will contact you.

Please do not call your physician at home. He or she may not be there, or they may not be on call which will delay the care of your child.

Urgent Care:

Piedmont HealthCare operates an Express Care facility and an Urgent Care facility providing extended office hours. We may ask that you take your child there to be seen if our office is closed and your child has an acute problem that needs evaluation and treatment. On occasions when our office is extremely busy or when your child may require an anticipated treatment not available in our office but is available at Urgent Care or Express Care, we may direct you to their office for treatment instead of our office. We will make every attempt during regular office hours to accommodate all patients needing to be seen, but in our busiest seasons, this is not always possible.

PHC Express Care is located at 125 Days Inn Drive, Mooresville. Their office hours are 8:00AM-5:00PM Monday through Friday, and 9:00AM-5:00PM Saturday and Sunday. Their phone number is 704-660-9111.

PHC Urgent Care is located at 619 Sullivan Road, Statesville. Their office hours are 8:00AM-5:00PM Monday through Friday, 9:00AM-5:00PM Saturday, and 11:00AM-5:00PM on Sundays. Their phone number is 704-924-9111.

Please plan to arrive at least 30 minutes before the office closes to ensure that you are able to be seen.

Hospital Affiliation:

At this point, we do not provide inpatient hospital care directly. For those that are in the Mooresville area, we are referring to Jeff Gordon Children's Hospital in Concord, Levine Children's Hospital in Charlotte or Presbyterian Medical Center in Charlotte. Each of these hospitals has physician that specialize in treating children. We feel these facilities will provide the best hospital care for our sick children in need of hospitalization.

For those who choose Iredell Memorial Hospital in Statesville, they will be admitted by the Piedmont HealthCare Pediatrics hospitalist and return to our office for outpatient follow up.



Important Phone Numbers

In the event of a true medical emergency, always call 911!

Mooresville Pediatric & Adolescent Care.....	704-696-2085
Poison Control.....	1-800-222-1222
Express Care Mooresville.....	704-660-9111
Urgent Care Statesville.....	704-924-9111
Lake Norman Regional Medical Center.....	704-660-4000
Iredell Memorial Hospital.....	704-873-5661