

What are your office hours?

We are open Monday from 8 a.m. to 8 p.m. and Tuesday through Thursday from 8 a.m. to 6 p.m. On Friday we open at 8 a.m. and close at 4 p.m. We are also open most Saturdays from 9 a.m. to 11 a.m. for sick and urgent appointments only.

What if I am worried about my child after hours?

Intown Pediatrics contracts with the Nurse Advice Line at Children's Healthcare of Atlanta to take emergency calls from home after hours. Call the main office number, press '0' at the auto-attendant, and you will be automatically connected with the on-call nurse. The nurse may also page the on-call provider upon your request. Please save routine questions (mild illness, appointments, prescription refills) for the morning, during regular office hours.

Are you on time?

Occasionally, despite our best efforts, we may run late. We will keep you informed so that you have the option of rescheduling your appointment if you choose.

Can you see my child immediately if she is sick?

We make every effort to schedule appointments for ill children on the day that you call us. Please call our office ahead of time so that we can minimize the time that you will spend waiting. If you have a medical emergency during office hours, we will do our best to see your child immediately or refer you to the appropriate facility.

May I walk in without an appointment?

Patients who "walk in" with a non-emergency condition will be accommodated into the existing schedule as best as possible, or they may be asked to return later in the day when the schedule allows.

What about emergencies?

If an emergency should arise, please call 911. Emergencies are considered to be those conditions that are life-threatening: loss of consciousness, severe bleeding, seizure, etc. In the case of minor emergencies (lacerations, cuts, sprains), please call our office first for instructions.

When should we schedule 'Well Child' visits?

To keep your children healthy, it is important to bring them in for regular checkups. We recommend that you call 1-2 weeks in advance so you may choose the date that best fits your needs. The list below is our recommended schedule for Well Child Visits:

3-4 Days, 2 Weeks, 4 Weeks, 2 Months, 4 Months, 6 Months, 9 Months, 12 Months, 15months, 18 Months, 2 Years, and annually beginning with 3 years.

Do you take my insurance?

We accept most insurance carriers. Please have your card with you at the time of your visit. If we file your claim, you are responsible for only the co-pay at the time of visit. If we are not a provider for your insurance, if you are not insured or if we do not file with your insurance company, you may be responsible for the entire charge at the time of service.

Will your providers see my newborn in the hospital?

Currently we do not offer any nursery coverage. The staff pediatricians at your delivery hospital will see your newborn and complete the necessary newborn examination. We generally recommend following up with us 2-3 days after discharge. Please remember to bring any discharge paperwork you receive.

What if my child is admitted to the hospital?

Dr. Sells and Dr. Bataille are members of the Active Staff of Children's Healthcare of Atlanta. In the event that your child requires hospitalization we recommend one of the Children's facilities, whenever possible. Your child will receive excellent care by the pediatricians who work full time at the hospital, with close oversight by IPAM's pediatricians.