



## Well Child Care – What Parents Need to Know

**Question:** What will happen during a Well Child Check-Up?

**Answer:** At each visit your child will be weighed and measured. A full, physical exam will be done at least one time each year. Other exams and shots will depend on your child's age.

**Question:** What happens if they find something wrong with my child?

**Answer:** It is best to learn about a problem early. This is one reason why Well Child Check Ups are so vital. If the doctor thinks there may be something wrong he or she may do more tests. The doctor may give your child special medicine. Your child may also be referred to an expert for further exams, tests, and care.

**Question:** What if I cannot pay for a Well Child Check-Up?

**Answer:** There is no cost for a Well Child Check Up. If more care is needed, ask your doctor about any costs. If you need help, please call Member Services.

**Question:** How can I find out who is my child's assigned doctor and a contact phone number?

**Answer:** Please call Member Services.

**Question:** Will I be able to stay with my child during the exam?

**Answer:** Many doctors do allow this. Check when you call to make the appointment. If your doctor will not allow you to be with your child during the exam you can select another doctor who allows this.

**Question:** What happens if the doctor wants to do tests or give shots that I do not want my child to have? Do I have to do what the Doctor says?

**Answer:** You always have the right to refuse services.

**Question:** What should I do if I don't like the way the doctor talks to me or my child?

**Answer:** You have the right to change their doctor at any time.