



Thank you for joining Your Corner Pediatrics. We look forward to working with you as your health advocate. Below is some general information about our practice for your reference. If you have any questions or concerns, please feel free to reach out at (317) 458-9079.

How do I get a hold of Elizabeth Bowen, MSN, APRN, CPNP-PC and Katie McGovern, MSN, APRN, CPNP-PC ?

By now you should have downloaded our secure HIPAA compliant app, Spruce. If not, you can join by clicking on this link, <https://spruce.care/yourcornerpeds>. Messaging within the app is the best way to get a hold of us. When you message, please leave details around your need (for example go ahead and describe your headache, opposed to just stating you have a headache) so we can help you in a timely manner.

The business hours are Monday- Friday 8am-5pm. If you message or call within these hours, we will get back to you rather quickly. If we are with another patient, we guarantee to return your message as soon as possible and within the same business day. If you reach us outside of business hours we will respond the next business day unless marked "urgent". If for any reason you have an urgent need and we have not gotten back to you within the hour please call our spruce number to ensure we can help you in a timely manner (see next questions).

What if I have an urgent request and need to get a hold of Elizabeth Bowen, MSN, APRN, CPNP-PC and Katie McGovern, MSN, APRN, CPNP-PC outside of the business hours?

If it is outside of business hours and you have an urgent medical concern, we can be paged following the prompts in the after-hour messages. Please leave a detailed message of your urgent concern whether through the app or via voicemail, so we can provide proper guidance in a timely manner. Though we try to be readily available, please note that Your Corner Pediatrics is not emergency care. Therefore, if you are experiencing a medical emergency always call 911 regardless of office hours.

How do I schedule an appointment?

You can schedule appointments by utilizing our booking link that can be found on our website (<https://yourcornerpeds.com/thank-you/>) or [by clicking here](#). If you do not see a time available, please call or text our office at (317) 458-9079 so we can get you scheduled. For same or next day appointments, please text or call to get scheduled.

All visits are by appointment, and we cannot accommodate walk-in appointments. We do have same day or next day appointments available regularly, just call the office to get scheduled. We can also handle a lot of things through text or virtual visits as well.

What if I need a refill?

If you are getting low on medication, please reach out via the secure messaging app Spruce. When requesting the refill, be sure to state the medication, dosage, and preferred pharmacy so we can promptly fill the prescription. Please allow two business days for refills so if you are getting low, reach out and let me know so you do not miss any doses.

Can you tell me more about cash pay prices?

We offer competitive cash prices on ancillary items such as labs, medications, supplements and diagnostics. You are welcome to use your insurance for services outside of the membership, however our cash pricing is usually even cheaper than your copays. We are happy to help guide you through this process, as all insurances and plans can be different.