

## Important Phone Numbers

Pediatric Clinic:  
**652-2543**

Pediatric Clinic Fax:  
**652-3218**

Pharmacy:  
**652-4127**

Refill Pharmacy:  
**652-2777**

After Hours Nurse Advice Line  
**1-800-874-2273 option 1**

Central Appointments (CAMO):  
**916-9900**

Immunization Clinic:  
**652-3279**

Value Options Behavioral Health:  
**(800) 700-8646**

Out of area care authorization:  
**(800) 443-2262 or (210) 916-9900**



### Tips to optimize your visit:

- \* When booking an appointment, inform the booking agent of your specific concern. This will ensure the proper appointment type is scheduled.
- \* For chronic conditions, whenever possible follow up with the SAME PROVIDER. This will provide better continuity of care and efficiency.
- \* Please arrive 15 minutes early. This facilitates a smooth check-in process and allows your child to be seen for the full allotted appointment time.
- \* If you are late, your child will be rescheduled.
- \* Remember, you need an appointment to be seen at the clinic.
- \* Multiple medical concerns may require more than one visit. Out of respect to other scheduled patients and to provide quality care for each concern, follow-up appointments may be required. Follow-ups can be scheduled during your appointment.

We appreciate your help & your suggestions!

--- Randolph Pediatric Team

## Randolph Pediatric Clinic

*359th Medical Group  
221 3rd Street West  
Randolph AFB, TX 78150  
(210) 652-2543*



**For appointments or  
after-hours help:  
Call (210) 916-9900**

***No walk-in visits***

*\*Welcome to the RAFB Pediatric Clinic.  
Our staff is available to assist M-F 0730-  
1600.*

*\*Our clinic closes at 1200 the last  
Wednesday of each month for mandatory  
training. We also close for federal holidays  
and Wing down days.*



*\*The Randolph Medical Clinic does NOT have an emergency room. Please call 911 or proceed to your nearest E.R. if you have a potential medical emergency!*

#### Pediatric Services Provided:

**ACUTE** visits are for an immediate concern that can be treated or addressed in a single visit. Examples include ear infections, diarrhea, colds, fever, & asthma exacerbation, etc. (15 min)

**ROUTINE** visits are for issues that have lasted more than one week, and require further investigation. Examples include acne, headaches, chronic constipation, referrals & follow-ups. (20 min)

**WELL** visits should be made when your child is healthy so a general physical can be accomplished and preventative care can be given.

**ESTABLISHED** visits are for ADHD and Asthma allowing the provider more time to fully address the needs of your child (30 min)

Our clinic offers a support group for families of children with special needs, including autism. We will assist you in locating available resources in the San Antonio area. Please contact the Special Needs Advocate at 210-652-2543.

#### Well Baby / Child Visits

Appointment schedule: 2-weeks, then 2, 4, 6, 9, 12, 15, 18, 24 months, 30 months & yearly visits after age 3

\*Immunizations are given in the immunization clinic. Booster shots are needed at 4 & 11 years of age.

\* Flu vaccination is recommended for children 6 months and older



#### CAR SEAT INFO:

Infants must be in rear-facing car seats until 12 months of age AND 20 lbs. American Academy of Pediatrics recommends rear facing until 24 months.

All children under 8 years or less than 4' 9" should be secured in a properly-fitting child safety seat or booster. (If at least 4' 9" tall or 8+ years, it is not *legally* required in Texas.)

Visit

[http://www.txdps.state.tx.us/director\\_staff/public\\_information/carseat.htm](http://www.txdps.state.tx.us/director_staff/public_information/carseat.htm)

*Car seat installation can be verified at most fire departments. Make sure yours is installed correctly to keep your little ones safe.*

#### ADDITIONAL SERVICES:

##### Telephone Consults:

You can contact the peds clinic by calling 652-2543 during normal duty hours. After hours nurse line 1-800-874-2273 option 1

##### Asthma Education:

Classes are typically held quarterly. Call 652-2543 to schedule.

##### Throat culture & suture removal †: walk-in

Between 0800-1100 and 1300-1500 Mon-Fri

(† = no appointment needed for these issues only)

##### Wart treatments:

Please call 652-2543 for more info

##### Medication refills:

For routine med refills, use the BX refill pharmacy by calling 652-2777. (If the order expired or no refills remain, you may call 652-2543 and request a renewal order. Allow for 3 duty days turnaround and pick up at the main pharmacy. Some meds will require a repeat visit.)

#### Suggestions for your home medicine cabinet:

-Bulb syringe & saline drops for infants

-Diaper rash ointment/cream

-Benadryl

-Tylenol

-Motrin

- Mylicon

-Pedialyte

-Ice Packs

-Antibiotic ointment

-Band-aids

-Digital thermometer

*\*NOTE\* Children less than 6 years old should not use decongestant or cough suppressant medication!*