



What are your office hours?

We are open Monday through Friday from 8:00am to 5:00pm.

Are you accepting new patients?

Yes. Both Dr. Williams and Dr. Newton are accepting new patients.

What ages are seen at Main Street Pediatrics?

Newborns through 18 years of age.

Will my child be seen by the same doctor at every visit?

Your child will be seen by the doctor he or she usually sees. Dr. Williams and Dr. Newton enjoy getting to know their patients and families and feel establishing an ongoing relationship with them will result in better overall care.

What if my child's doctor is out of the office?

Your child can be seen by the other doctor that day.

How quickly can my child get an appointment if he or she is sick?

We do our best to provide same day sick appointments for established patients. In the event we are unable to do so, we will schedule an appointment for your child the next day (unless our office is closed), and at your request, a message will be left for your child's doctor to call you back that day.

Can we meet with the doctors prior to establishing our child with your practice?

Yes. Dr. Williams and Dr. Newton would love to meet with you. Whether you are expecting parents or parents looking to establish your child's care with a new pediatrician, finding the right one is important. Call our office to set-up an appointment. There is no charge for these meetings.

Does your practice have a patient portal?

We are pleased to provide our families with a patient portal. The portal allows you to access your child's health information and has many helpful features including the ability to communicate with your child's doctor, request appointments, set-up appointment reminders, pay bills, and review patient care summaries from your child's most recent visit. You can log in at www.mykidsdoc.com by clicking the pink Portal Login button.

What if I have a question or concern during office hours?

There are two ways you can communicate with your child's doctor during office hours. Our patient portal gives you a secure way to exchange messages with your child's doctor. You can also call the office and leave a message for the

doctor. All daytime messages (portal and phone) are returned by the end of the day. If you have a nonclinical question such as a billing question, you may also use the patient portal or call the office, and the appropriate staff member will respond on the portal or assist you over the phone. In the event of an emergency, call 911 immediately.

What if I need help when the office is closed?

We provide an after-hours phone service in the event questions or concerns arise that cannot wait until our office opens. You will always speak with the doctor on call. Please reserve the after-hours service for questions concerning your child's health. All other inquiries such as appointment requests or billing questions should wait until the office is open.

Please be advised that messages sent via our patient portal when our office is closed will likely not be answered until the office is open again. If you need immediate assistance after hours, please call the after hours number. In the event of an emergency, call 911 immediately.

Does your office have a Physician's Assistant or Nurse Practitioner?

We do not at this time. Your child will be seen by one of our two board-certified pediatricians.

What insurance plans do you participate in?

Please call our office for the most current list of insurances we accept as this list can change. You can also contact your insurance company to confirm that we are in network with your plan.

