



Office Hours & Policies

NEW HOURS EFFECTIVE 01/08/2024

Milford (905 Main Street, Milford, OH 45150):

Monday-Friday 8 a.m. – 5 p.m.

Saturday 9 a.m. – 1 p.m.

Hyde Park (4000 Smith Road, Ste. 175, Cincinnati, OH 45209): Monday–Friday 8 a.m. – 5 p.m.

Please call our office in advance:

- If your child needs to be seen. All patients are seen by appointment only. Future appointments (>24 hours in advance) can be requested via our secure patient portal at www.esdpeds.com.
- If you are not going to be able to keep your appointment.
- If you are going to be late for your appointment. Appointments 15 minutes past appointment time will need to be rescheduled.
- If you have medical questions. Our phone staff can assist you with many common pediatric problems and will refer specific questions to the provider as needed. General medical questions can be sent to a specific provider by logging into the secure patient portal at www.esdpeds.com.

Well Child Care Check ups and Sports Physicals are available during the above hours. These appointments should be scheduled as far in advance as possible. These appointment spots are limited and in high demand. Should you be unable to keep a scheduled appointment, please let the office know as soon as possible.

Our office policy is to see all ill children the same day. Please schedule these appointments via the telephone and try to arrive at the scheduled appointment time. Non-emergent appointments can also be requested by logging into the secure patient portal at www.esdpeds.com.

If you have an emergency and need to reach a provider when the office is closed, a provider is on call for your convenience. The On-Call provider can be reached by dialing the regular office number. The call will be answered by our answering service and the On-Call provider will be paged. As a courtesy to our On-Call providers, all non-urgent medical matters should be taken care of during regular office hours.

It is our office policy NOT to call in antibiotics or other prescriptions. If you feel your child has a bacterial infection and may need antibiotics, they need to be seen in the office.

Our mission is to KEEP KIDS HEALTHY by providing superior medical and preventative care by physicians and staff that are trained and knowledgeable in the medical and emotional needs of pediatric patients from birth to early adulthood. ESD Pediatric Group is strongly committed to being one of the best pediatric

practices in the community. We look forward to working and growing with every family that entrusts the care of their precious children to our office.