

Welcome to the Pediatric Ear, Nose and Throat and Audiology Department. We have prepared this brochure in order to tell you about us and to help answer some of the questions and concerns you may have.

Ear, Nose and Throat Specialists are called "Otolaryngologists – Head and Neck Surgeons". We are specially trained to evaluate and care for problems in hearing, breathing, smelling, eating, tasting, balance, and oncology. There may be many causes including: infection, disease, injury, cancer or congenital defects.

Our Audiologists are trained to evaluate your infant or child's hearing and care for hearing problems. We also provide specialized services including newborn hearing assessments and cochlear implants.

Our ENT and Audiology practice in these offices is limited to the care of infants, children and adolescents.

Our colleagues in the Department of Otolaryngology-Head and Neck Surgery at Eastern Virginia Medical School are available to care for adults with diseases of the head and neck at our Hofheimer Hall location (757-446-5934) and our DePaul Hospital location (757-889-6670). Our colleagues in the Audiology Department provide hearing aid services at DePaul Hospital.

We are fortunate to have the resources of the Children's Hospital of The King's Daughters subspecialties in pediatric Radiology, Anesthesiology, Pulmonary Medicine, Oncology, Pathology, Infectious Disease and Critical Care on the premises to help us handle complex issues.

## Preparing for your visit

### **Advance Registration**

When you schedule your appointment with us, our receptionist will collect registration information from you that will allow us to have your CHKD medical records in the office when you arrive. **Plan to arrive 20-30 minutes before your scheduled appointment** to allow us to finish the registration process, create an office chart, and collect insurance information.

On the day of your appointment you will need the following:

- Current insurance card and forms
- HMO/PPO authorization forms
- Co-Payment for service

**Please be sure to bring any referrals or authorizations for treatment from your primary care doctor. This is a requirement of your insurance company If we do not have the required referral your appointment may be rescheduled.**

It is helpful to us if you could bring in all of your child's medications or write the names of the medicine, doses and how often your child takes the medicine.

**If you are being referred by another physician, we request that you bring in any pertinent records, x-ray films or prior test results that will help us treat your child.**

We encourage you to write down any questions you may have for us in advance. This will avoid the frustration of forgetting to ask the doctor something important and will allow a parent or guardian that is unable to attend the appointment to have some input into the child's care.

## **Office Policies**

1. If you have to cancel your appointment please do so at least 24 hours in advance so that another patient may benefit from the appointment time.
2. **New and Established patients are urged to arrive 20-30 minutes before the scheduled appointment time. Please allow time for parking.**
3. We understand that situations arise that may be beyond your control – please notify our office as soon as possible if you are going to be late or miss the appointment.
4. If you are late for your appointment we will reschedule your appointment for our next available time.
5. Though we strive to see each patient in a timely fashion, complex cases and emergencies occasionally cause office delays. We regret any inconvenience to our patients. We do realize your time is valuable, and will make every effort to see each patient as soon as possible.
6. Our billing staff will file your claim with your insurance company for its portion of your bill.
7. **Payment of deductibles and co-payments are due at the time of service.**

## Personnel

### **Physicians:**

Craig S. Derkay, M.D., Director  
David H. Darrow, M.D., D.D.S.  
John Sinacori, M.D.

### **Audiologists:**

John Jacobson, Ph.D., Director  
Kate Berenguer, M.S., CCC-A  
Ashley Wampler, Ph.D., CCC-A  
Sarah Gregor, M.A., CCC-A

### **ENT Office Nurses:**

Stephanie Johnson, L.P.N.  
Sylvia Matrosky, M.A.  
Virginia Thomas, CMA

### **Office Manager:**

Laura L. Shawver 668-8498

## HOW TO REACH US

**Main Line:** 668-9327  
**Fax Line:** 668-9848  
**Nurses Line:** 668-9849  
**Appointment Line:** 668-9343  
Appointment line open Monday – Friday  
9:00-4:00 pm  
**Academic Affairs:** 446-5934  
**Billing Inquiries:** 668-7007  
**Surgical Coordinator:** 668-9844  
**Medical Records Requests** 668-9841

After hours: Please call our main number and  
our live answering service will assist you

For more information:

[www.evmsent.org](http://www.evmsent.org)

or

[www.chk.org](http://www.chk.org)

## CHILDREN'S HOSPITAL OF THE KING'S DAUGHTERS

601 CHILDREN'S LANE  
2<sup>ND</sup> FLOOR  
NORFOLK, VA 23507  
668-9327

**FAX LINE: 668-9848**  
**APPT LINE: 668-9343**

Office Hours – ENT  
Monday – Friday  
8 a.m. – 5 p.m.

Office Hours – Audiology  
Monday - Friday  
8:30 a.m. – 4:00 p.m.

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## CHESAPEAKE OFFICE

733 Volvo Parkway  
Chesapeake, VA 23320

Appointments: 668-9343  
Main Line: 668-9327

## VIRGINIA BEACH OFFICE

933 First Colonial Road  
Suite 102  
Virginia Beach, VA 23462

Appointments: 422-9300  
Main Line: 422-9300



# PEDIATRIC EAR, NOSE & THROAT

AND

# AUDIOLOGY SERVICES DEPARTMENT

**Important information  
for parents and  
guardians**

CHILDREN'S SPECIALTY GROUP

EASTERN VIRGINIA MEDICAL SCHOOL  
DEPARTMENT OF OTOLARYNGOLOGY –  
HEAD AND NECK SURGERY