



**Shriners Hospitals for Children®**  
Greenville



***Love to the rescue.***



Welcome to Shriners Hospitals for Children – Greenville! We are one of 22 hospitals in an international health care system dedicated to improving the lives of children by providing pediatric specialty care, innovative research and outstanding teaching programs. For more than 85 years, we have been caring for children with a wide range of orthopaedic and neuromuscular conditions. Our multi-disciplinary approach to care allows us to treat the whole child which enables us to customize your child’s treatment plan to best meet their medical needs.

The hospital’s medical staff includes board certified pediatric orthopaedic surgeons. The medical team is supported by residents, physician assistants, nurse practitioners, prosthetists, orthotists, therapists, nurses and more than 65 consultants, each of whom play an essential role in our multi-disciplinary approach to care. We have an in-house prosthetics and orthotics provider, a motion analysis laboratory, a radiology department and a physical and occupational therapy department. All of these services are located under one roof in an effort to coordinate your child’s care in the best and most efficient way possible.

### **What to Expect**

From the registration desk, you will be directed to either a clinic room or to our lobby area. Your entire visit may be long in comparison to clinic visits you have had at other facilities. That’s because your child may see a variety of professionals, each an important part of your child’s potential treatment plan. In addition, your child may need an X-ray, lab work, or other tests. If so, these will be done during this appointment. **Please be prepared for this initial visit to take up to 4 hours.**

### **Entertainment**

While you are here, our Lobby has video games, televisions, books and magazines, and a “play corner.” We also have an outdoor all-access playground. Our Child Life staff can provide your child with movies, portable DVD players, and additional games and activities. Certain locations in the hospital are Wi-Fi enabled and upon request, we even have Kindles and lap tops.

# Partners in Care

## No show policy

Parents or the child's legal guardians are expected to keep scheduled appointments. However, you are able to cancel an appointment. To cancel an appointment you should contact the Appointment Office at 864-255-7920. Please contact us 24 hours before the child's scheduled appointment time. Cancellations made less than 24 hours prior to the appointment will be considered a no show.

## Arriving on time for appointments

Parents or legal guardians are expected to be on time to their child's appointments. If you realize that you may be 30 or more minutes late for your appointment, we ask that you please notify us at 864-255-7920. If you arrive 30 or more minutes late to your appointment and do not notify us, we will work you in to the schedule the best we can. **We recommend you arrive 15 minutes early to your appointment.**

## Filling out necessary documents

In the back pocket you will find our Patient Health and Social History Form. It's crucial these forms are filled out prior to arriving for your appointment. This will help to speed up your intake and registration process so we can get a provider to see you quicker. If you need help filling out these forms, you can contact our Care Coordination Department at (864) 240-8171.



# Financial Information

## **Does Shriners Hospitals for Children accept my insurance?**

Shriners Hospitals for Children (SHC) accepts all insurance providers, including Medicaid and Medicare. SHC will send a claim to your insurance provider for services performed during your visit. Any remaining balances such as copays, deductibles and coinsurance amounts will be billed to you by SHC. If you feel that the amount due will cause a hardship to you and your family, please contact the hospital to begin working with our financial counselor. SHC has financial assistance programs available.

## **What if my child does not have health insurance?**

At SHC, we care for all patients regardless of their ability to pay. We do not turn away any patients who do not have health insurance. Our financial counselor is ready to help you and your family with this.

## **Is Shriners Hospitals for Children in my insurance network?**

You may contact your insurance provider to see if we are considered an in-network or out-of-network provider. We are in network for most insurance plans and also bill out-of-network.

## **Do I have an out-of-pocket cost?**

SHC will send you a statement for the remaining balance after your insurance company has processed the claim. You will not be held responsible for any services performed at SHC that have been denied by your insurance company.

Once you receive your statement from SHC, please mail in your payment as directed. If you feel that the amount due will cause a hardship to you and your family, please contact the hospital to speak with our financial counselor. SHC has financial assistance programs available.

*Please note that SHC cannot accept payment at the time of service.*

## **Will I receive any other bills?**

- If SHC performs surgery on your child, Greenville Anesthesia Professional Association (GAPA) will bill your insurance. You will receive a statement from them for any unpaid balance.
- If you are referred to Pediatric Orthotic & Prosthetic Services (POPS), which is located in our building, they will bill your insurance separately. If you feel that any remaining balances due will cause a hardship to you or your family, please contact the hospital to speak with our financial counselor. SHC has financial assistance programs available for POPS. You will receive a statement from them for any unpaid balance.
- If your child receives services outside of SHC (e.g. MRI, intensive care, etc), that facility will bill your insurance. You will receive a statement from them for any unpaid balance.

## **Financial Counselor**

Please call 864-240-8184 or email questions to [financialcounselor-grn@shrinenet.org](mailto:financialcounselor-grn@shrinenet.org)

# Planning Your Visit



## **Shriners Hospitals for Children — Greenville is located at:**

950 West Faris Road  
Greenville, SC 29605



## **Transportation and Lodging**

If you need help with transportation, you can either call us at (864) 255-7846 or contact your local Shriners Center. If you need help with lodging, we have a few options available to you. We have family rooms located in the hospital that, if available during your visit, can be reserved. We also have a Ronald McDonald House within a ½ mile of the hospital. If you would like to discuss these or some other options, please call (864) 255-7846.



## **Parking**

Covered and handicap parking are available in our parking garage located beneath the hospital. Please take the elevator located in the center of the garage to the first floor. This is where you will register your child and be seen in our outpatient clinic.



**Tobacco free campus**  
**No drugs or alcohol**  
**No guns, weapons or knives**



## **Cafeteria Hours**

Breakfast: 7:30 am – 9:00 am  
Lunch: 11:00 am – 1:30 pm  
Dinner: 4:30 pm – 6:00 pm  
*Cash Only. ATM available*



## **Website**

[www.GreenvilleShrinersHospital.org](http://www.GreenvilleShrinersHospital.org)  
[www.facebook.com/SHCGreenville](https://www.facebook.com/SHCGreenville)



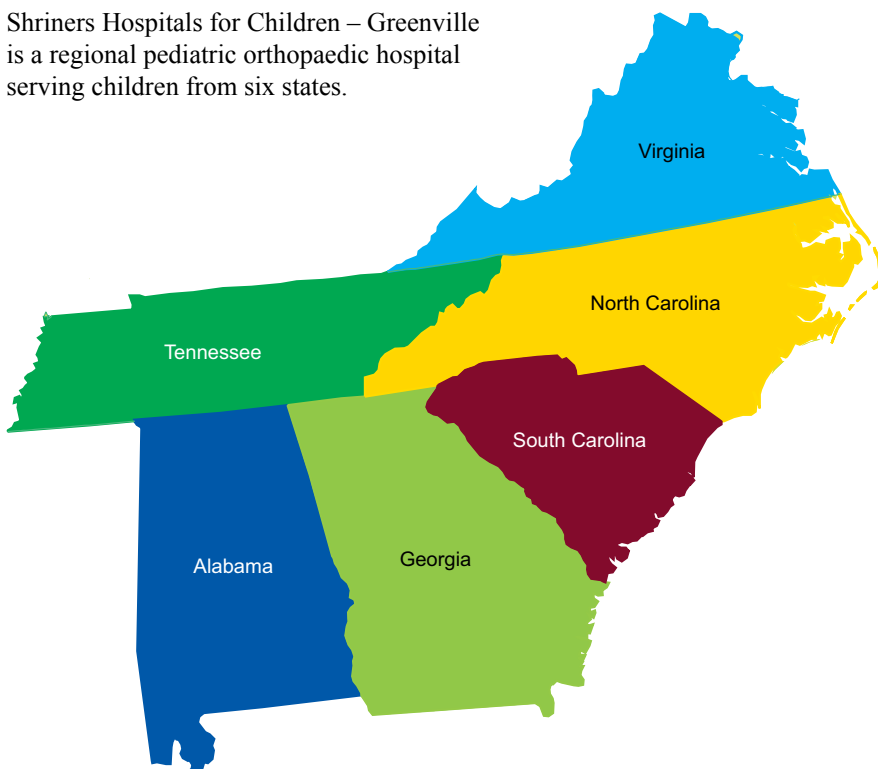
## **What do you need to bring?**

Please provide us with your child's medical records before the day of their first appointment.

- Insurance or Medicaid card.
- Picture ID of legal guardian.
- Any legal papers that show who has custody of the patient (such as divorce papers, court papers, medical power of attorney).
- Child's social security card.
- Child's shot record.
- Name and address of your local family doctor and all other specialists.
- Past X-rays, doctors' reports, and medical history of your child, if available (CD or disc preferred).
- Please bring all items such as braces, crutches, prostheses, special shoes, walker, wheelchair or other equipment.
- Please bring all medications in their

## Service Area

Shriners Hospitals for Children – Greenville is a regional pediatric orthopaedic hospital serving children from six states.



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Greenville

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950 West Faris Road  
Greenville, SC 29605

(864) 271-3444  
[www.GreenvilleShrinersHospital.org](http://www.GreenvilleShrinersHospital.org)  
[www.facebook.com/SHCGreenville](https://www.facebook.com/SHCGreenville)