



General Information

Our office is open 24 hours a day, 7 days a week to provide true round-the-clock care to your family!

Dr. Lourdes Pitocchi and Katrina Cinca, ARNP will see sick, well and newborns Monday through Friday from 8am until 4pm and Dr. Norberto Benitez will see patients after 2pm. After 10pm our office is staffed with both a Pediatric Registered Nurse and Medical Assistant to answer your phone calls and care for your family. In the event your child needs to be seen after 10 pm the nurse will assess and treat your child with direct communication with the provider on call. One of our doctors will be available through the night to come into the office if necessary. Saturday and Sunday hours are reserved for sick children.

Please call the office prior to coming in, especially during the night and on weekends. This call will allow our staff to prepare for your appointment and ensure your needs are met efficiently.

Referral Policy

From time to time it will be necessary for Jacksonville Beach Pediatric Care Center to refer your child to an outside lab, facility, and / or specialist for further testing / treatment.

While we make every attempt to insure this facility / physician is in-network with your insurance company, it is ultimately your responsibility to make sure this is the correct facility for your plan. Please make sure you check your benefit book or with your insurance company representative before going to any specialist / facility for treatment.

Financial Policy

Your insurance is a contract between you and your carrier. While we will make every effort to obtain payment for the services we provide from your insurance carrier, it is your responsibility to understand your plan benefits and to pay for all services rendered.

Copays will be collected prior to your office visit. We accept cash, check, Visa, Mastercard, American Express and Discover.

Returned checks are subject to a \$25 service charge.

Authorization of Assignment of Benefits and Release of Medical Records

I authorize the Jacksonville Beach Pediatric Care Center

- to bill my insurance company directly for services and direct payment of benefits to Jacksonville Beach Pediatric Care Center.
- to release all medical information, including but not limited to, information relating to psychiatric evaluation and treatment, sickle cell anemia, alcohol and drug abuse diagnosis and treatment, HIV status, AIDS and AIDS related diagnosis, if such information exists, to all my insurance carriers or other third party payers as may be required or requested for the processing of claims for insurance or other purposes.