

Center for Craniofacial Disorders



What is the Children's Center for Craniofacial Disorders?

Children's Healthcare of Atlanta provides care for children with a wide range of craniofacial conditions, such as:

- Cleft lip
- Cleft palate
- Facial trauma
- Crouzon syndrome
- Craniosynostosis
- Skull abnormalities
- Facial and jaw issues
- Soft tissue problems
- Hyponasalality
- Speech disorders

Our doctors and staff treat children and young adults from birth to age 21. We treat patients in Georgia and children from around the country. We are not like your child's primary doctor. We do not see children for checkups or sick visits. These visits should be made with your child's primary care doctor.

Caring for your child

It can be stressful when families have to worry about making many appointments in different places. For some families, these would be hard to keep—especially if they do not live in Atlanta.

Craniofacial patients may need the services of several doctors. At Children's, they will be able to get them all in one place. Because your child may be cared for by several specialists, appointments might last from one to three hours. It is helpful to bring books, toys, light snacks or other things to make this time easier for you and your child.

Common questions

How do I make an appointment?

Call us at 404-785-KIDS (5437).

What are your office hours?

8 a.m. to 4:30 p.m. Monday to Friday

Who will care for my child?

The team includes doctors, nurse practitioners and physician assistants, among other specialists.

How will I be billed?

You will get at least two bills for your child's care:

- A bill for hospital services (such as lab tests or X-rays)
- A bill for the doctor's fee

If more than one doctor has cared for your child, you will get a bill from each doctor. Before your visit, contact your insurance company to see what you will need to pay. Contact our office at 404-785-KIDS (5437) for any questions about your bill.

What insurance plans do you take?

We take most insurance plans. Some doctors bill through their office. This may mean your insurance company will not cover the charges. Call your insurance company before your visit so you will know what your insurance coverage will be.

How can I get refills of my child's medicine?

We can only refill medicine given to your child by the doctors who treat them at the Center for Craniofacial Disorders. Call our office at 404-785-KIDS (5437) at least one week before your child will need more medicine. You may need to leave a message. Allow two business days for us to return your call.

Will I receive an appointment reminder?

Yes. We will call you one week before your child's appointment. Contact us at 404-785-KIDS (5437) to confirm or change an appointment.

What happens if I am late for an appointment?

Call 404-785-KIDS (5437) if you will be late. If you are late, your child may have to wait to be seen. Wait times can range from 10 minutes to two hours. If you are more than 15 minutes late, you may be asked to make another appointment.

What if I need to cancel or miss an appointment?

We care for many children. If you must cancel or miss an appointment, your child may have to wait a long time before he can be seen again. We do not see patients who miss more than three appointments.

If I leave a voicemail, when will someone call me back?

Allow two business days for us to return your call. We will call you back as soon as we can. Urgent calls will be returned first. If you have an emergency, call 911 or take your child to the nearest hospital emergency department.

Is parking free?

No. Bring at least \$5 to pay for parking.

Some physicians and affiliated healthcare professionals who perform services at Children's Healthcare of Atlanta are independent providers and are not our employees.