



Frequently Asked Questions

Q: Will my child be seen by a pediatrician at NightLight?

Our staff includes pediatricians and nurse practitioners with pediatric experience. Your child may be seen by a pediatrician or nurse practitioner.

Q: Does NightLight accept insurance?

Unlike some local urgent care centers, we do accept insurance. Check our website for in network insurance plans.

Q: Do I need an appointment at NightLight?

No appointment is necessary. All children are seen on a walk-in basis in the order they arrive unless their primary care physician calls them in. Exceptions will be made for infants less than 2 months, critically sick or injured children who will be seen immediately. Please see our appointment policy for details.

Q: What hours are you open?

We are open on weekdays from 5pm to 11pm, and on weekends and holidays from noon to 7pm. We are open EVERYDAY, 365 days a year!

Q: Can I get advice over the phone?

No, we do not provide advice over the phone. Our staff will not make a determination about the condition of your child. We will refer you to call your primary care physician's after hours phone line for assistance.

Q: How is NightLight different from an emergency room?

NightLight is less expensive, more efficient, and more fun. Your total bill and copay are typically one third the cost of an emergency room visit. Turn around times at NightLight are 3-4 times faster than an average emergency room visit. An average visit at NightLight is about 30 minutes. In addition, most local emergency rooms do not have pediatricians available to examine your child.

Q: What age patients do you see at NightLight?

We see newborns up to 18 years of age.

Q: How much will a visit cost?

At the time of service, you will be charged your urgent care copay (if you have one) or your office visit copay. The remainder of the charges are submitted to your insurance. We will bill your service as an urgent care visit, not an emergency room visit.

If you have are a self-pay patient or have a high deductible, you will be charged for the office visit.

Q: What services do you provide at NightLight?

We provide a full range of pediatric services including physical exams, lab work, fracture care, laceration care (stitches, skin glue or staples), antibiotic injections, tetanus updates and breathing treatments. We can also remove foreign bodies from the nose, ears or skin. We will conduct a sports or camp physicals by appointment only. We do not provide well child checks or routine immunizations.

Q: Where are x-rays taken?

Once the doctor determines an x-ray is necessary, NightLight will generally refer you to a hospital radiology lab. X-rays are typically available online before the patient returns to NightLight. The patient does not pay emergency room co-pay. A claim will be sent to your insurance provider from the hospital radiology lab for the Xray and paid based on your plan coverage.

Q: Will my pediatrician know about this visit?

A summary of the evaluation, diagnosis and care provided is faxed to your pediatrician's office immediately after your visit. If your child's condition requires a call to the pediatrician for consultation or follow up, then we will call while your child is in the office.

Q: What if my child needs to be admitted to the hospital?

NightLight will call your physician and arrange for your child to be admitted to the hospital chosen by you and your pediatrician. Most children go to the hospital by private vehicle, but we can arrange ambulance transport if necessary. Depending on your child's condition and the pediatrician's management, you may be directed to the hospital emergency room or directly to the floor for admission.

Q: Do I need a referral from my doctor's office?

Because we are an urgent care facility, no referral is necessary to be seen in the clinic.