

Frequently Asked Questions

Fall Hill Pediatrics becomes Zarminali Pediatrics

We are excited about the future of Fall Hill Pediatrics! In mid-September, we're embarking on a new journey and becoming part of Zarminali Pediatrics. Zarminali (pronounced "zar-mee-naah-lee") Pediatrics, a growing pediatric health company, was formed with you in mind. Zarminali is devoted to partnering with parents and guardians through every stage of their child's healthcare journey to create healthier futures.

The expert, compassionate care you know and love is here to stay. Anticipated questions and responses are below. If you have additional questions, please contact our office. Thank you for choosing us for the care of your most important gift—your children!

Will my child's care team still be here?	Yes! Your trusted care team is here to stay, and we remain committed to your family.
Will the hours change?	No. Our hours will remain the same.
Will your office still be in the same place?	Yes. Our office location will not change.
How do I make an appointment?	Today, how you contact the office or make an appointment when you need to be seen by one of our clinicians has not changed. You can make an appointment by giving us a call. Families will also soon be able to book appointments at zarminali.com. If you create a new patient portal account, you'll also be able to schedule appointments through the portal.
How will I access my child's medical records?	There will be changes in the future; however, at this time there is no immediate change in how you access your child's medical records. Please continue to call our office. On September 16, our practices will transition to an electronic health record, which will introduce a patient portal. You'll receive a log-in link and instructions on September 16 about how to sign up.

What is a patient portal?	A patient portal is an online platform that helps you easily view health records and connect with our clinic. This will be available to you beginning on Wednesday, September 16. On that day, we will send an email that includes an invitation link, giving our patient families the option to create a portal account. Once you have access to the portal, you will be able to • Communicate with your care team. • View test results, health reminders, and referrals. • Make payments online and/or save credit cards on file for future services. In the near future, families who create a new patient portal account will also be able to schedule appointments through the portal.
What is digital check-in?	We will also be introducing digital check-in, which gives you the ability to complete some registration steps before checking in at the practice. With digital check-in, you can use your smart device to • Review and update demographic and contact information. • Add or update insurance information. • Sign consent and office policy forms. • Review and update health history information. • Pay your copay and/or outstanding balance. Digital check-in is not required; our team members will assist with any of these items upon arrival if you'd rather not complete them digitally.
Will there be any changes to the services offered?	No. We'll continue to offer all current services.

Will my insurance still be accepted?	Yes. This change does not impact the insurance plans we accept.
Will there be changes to how I pay for services?	Yes. We've made the decision to stop taking cash payments and are no longer accepting checks in the clinic. If you prefer to pay by check, you will be able to mail them to the address listed on your statement. We felt the resources needed to continue supporting these payment options would be better spent in ways to add value to patient experience. Moving forward with this change keeps our resources focused on your child's care. You may continue to make payments for services prior to September 16 by calling our office. For services provided September 16 and onwards, statements will be in the new Zarminali Pediatrics patient portal.
Are you still accepting new patients and families?	Yes! We are still accepting new patients and families.
Why did you join Zarminali Pediatrics?	The Fall Hill Pediatrics team has prioritized patient experience, making sure that children receive the best possible care at a practice where families feel supported. Zarminali was founded with that same commitment to providing the best possible care. With a name rooted in the meaning, "something that is more precious to you than gold," Zarminali believes children are our most valuable gift in life and is devoted to partnering with parents and guardians through every stage of their child's healthcare journey to create a better pediatric experience. Our team takes pride in our work and the care we provide for the community, and we're excited to continue carrying that forward under the Zarminali brand.

Why are you changing your name?	As part of Zarminali, we are part of the pediatric group being built to support families nationwide. The change of our name as part of becoming Zarminali is because of our commitment to creating an ever-better pediatric experience.
Where can I learn more about Zarminali Pediatrics?	Visit Zarminali Pediatrics website at zarminali.com and follow Zarminali Pediatrics on Facebook and Instagram @zarminalipediatrics.
When will this name change occur?	We will officially change our name on September 16. As a family of our practice, we will continue to share updates to keep you informed along the way. We encourage you to look for future emails from us. We plan to share important news through that channel and on our website (fallhillpediatrics.com).
Who can I contact if I have more questions?	If you have additional questions, please call our office at (540) 899-2555. We're here to support your family and answer any questions you might have about this new chapter for our office.