

kidsFIRST Pediatrics

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Dear Valued Patient,

We would like to take the opportunity to review some of our office procedures. Please take a moment to read over our policies so you are aware of them.

Tardiness/No-Shows

We understand that as a parent your schedules are often very crazy. We also understand that situations do arise that make it difficult to make it to your appointment. When you make an appointment for your child, it is important to arrive on time. This ensures a smooth flow and helps eliminate long waits. When you know you will be running late, a phone call is always appreciated. If you are going to be more than 15 minutes late, we ask that you please reschedule your appointment for another time. If you need to cancel or reschedule please give 24 hours notice. *Chronic tardiness, no-shows, and late cancellations will result in a \$35 fee.*

School Forms

We are always happy to fill out school or sports forms for your child. We apologize that the number of forms are often very time consuming and we will now be charging \$5.00 per form completion. If you would like the form to be mailed to your home or child's school we ask that you please provide a stamped and addressed envelope. When a form that we have completed has been lost and a new one is needed, a \$10 fee will be charged to fill it out again.

Scheduling Well Child Checks/Physicals

We do our best to accommodate your schedule but it is often not possible to schedule well check-ups or other types of routine visits on the same day or week. *Please call 3-5 weeks prior to the date you would like your child seen.* This will help to ensure you will get the date and time that works best for your schedule. (Other visits that you should schedule 3-5 weeks in advance include: ADHD follow-ups/check-ups, Pre-operative appointments, and Consultations.)

Sick Visits

We realize your child can fall ill at any time. We always do our best to have your child seen the same day for a sick visit. If you have multiple children that need to be seen for sick visits, we ask that you inform us ahead of time. Often parents make an appointment for one child and once

they arrive ask if the sibling could also be seen. If you think you may want more than one child seen, please let the receptionist know at the time you make your appointment so she can allow adequate time for your family's visit.

Saturday Hours

We would like to remind everyone that Saturday hours are reserved for emergency sick visits only. We cannot see your child for any other reason on Saturdays.

Co-pays and Balances

Your payment is expected prior to each visit. When you arrive for your appointment please have your co-pays and/or balance amount ready.

Changes and Information

Please inform us immediately of any changes in your telephone, address, or insurance. Having this updated information helps us to process your insurance claims more quickly and allows us to contact you when necessary.

We hope you know that you and your child are a valuable asset in our practice. We truly enjoy providing care for your children. If you should have any questions regarding our policies please feel free to call the office during normal business hours. We look forward to seeing you at your next visit!

Warm Regards,

KidsFirst Pediatrics Staff