



## POLICIES

### **APPOINTMENTS**

1. We appreciate your calling one or two weeks in advance to schedule well child visits / physical exams.
2. Patients entering Kindergarten and 7<sup>th</sup> grade must have a well child visit / physical exam the same calendar year that they enter kindergarten or 7<sup>th</sup> grade in order for our providers to sign the required school forms. If your insurance had different requirements, please call our office.
4. Sports physicals completed after May 1<sup>st</sup> are valid for the following school year. If your insurance had different requirements, please call our office
5. It is recommended that children on medication for ADHD, anxiety, or depression be seen at minimum every 3 months. Your provider may ask you to return sooner if starting a new medication or working through issues with the medication.
6. Children on medication for Asthma will need to be seen at minimum every 3 months. Your provider may ask you to return sooner if starting a new medication or working through issues with the medication.
7. We recommend that you arrive approximately 10-15 minutes prior to your appointment time. If you arrive earlier for your appointment, we cannot guarantee that your child will be seen earlier than the scheduled appointment time.
8. We endeavor to see patients at the time of their appointments; however, emergencies do occur which may delay us. The receptionist or nurse will tell you of prolonged delays.
9. If you cannot make your scheduled appointment, please respectfully call us to cancel or reschedule. We ask that you cancel your appointment no later than 1 hour before the scheduled time, otherwise, it will be counted as a missed appointment. If a patient misses his/her appointment without calling ahead to cancel or reschedule three or more times, we may ask the patient to seek medical care elsewhere.
10. Our providers want to answer all questions and concerns you may have about your child. However, during your child's well child visit/physical exam, the doctor will likely limit the discussion to only questions related to well child care. If you have concerns about other acute or chronic medical issues, the doctor may ask you to schedule another appointment to discuss these concerns in more depth. However, if the doctor does address your acute or chronic medical concerns during a well child visit, you may receive a bill for both a well child and a sick visit.
11. We are limiting the number of children scheduled together for their well child visits/physical exam to 3 per family. This is to allow the nurses and doctors to provide more efficient and comprehensive care or each of your children.

**COLUMBIA**

**Pediatrics**



### **TELEPHONE**

1. If you have a question about your child during office hours, please call us. One of our nurses will be able to assist you and should return your call by the end of the day.
2. If you have an urgent question after the office has closed that cannot wait until the next day, please call us. Our on-call doctor is available for urgent questions only. The doctor will not be able to prescribe medications or assist with medication refills.
3. Our providers will not prescribe antibiotics over the phone. If an infection that may need antibiotics is suspected (such as an ear infection), the child must be seen in the office.

### **AFTER HOURS CLINICS**

1. Our Columbia office is open for walk-in sick visits from 4-7pm Monday through Thursday evenings and from 8-11am on Saturdays.
2. Our providers will address urgent, acute concerns during our after hours clinic. If you have concerns of a more long-standing nature (for example, behavior concerns or chronic headaches) we ask that you schedule an appointment with your child's primary provider to address those concerns.
3. During our evening after hours clinic and on Saturday mornings, our providers are limited to seeing 25 patients each.

### **PAPERWORK**

1. Please allow 5 business days for your child's provider to fill out any requested paperwork, may be longer if your child's provider is unavailable.