

APPOINTMENT POLICY

At Pediatric Offices at Willow Bend, we hold your child's health and happiness in the highest regard. We want to assure you that with our multiple qualified providers, we are here to aid your family in the most collaborative way possible. Schedules can alter unexpectedly, and most sick visits are not planned. In turn, we encourage our patients to build relationships with ALL providers in our office, as your preferred provider may not always be available. Your understanding in this matter can help to deliver shorter wait times & allow improved appointment availability for all patients. Rest assured, no matter the reasoning behind your child's office visit, they will see a provider that can appropriately treat, oversee, and meet their individual needs.

Office Hours:

Our office hours are 8am to 4pm Monday through Thursday. Our office is closed from 12pm-1pm Monday through Thursday for lunch. Staff meetings are traditionally scheduled during this time therefore the office may not be available for contact, in which case your call will be forwarded to our answering service and returned as soon as business resumes. We are also open from 8am to 2pm on Fridays (however, we may close early as patient volume dictates).

Types of Appointments

There are multiple types of visits that may differ in appointment availability. Our office works diligently to ensure the appropriate amount of time needed for these different circumstances to reduce your waiting time and ensure that our Providers have adequate time to care for your child.

WELL CHILD APPOINTMENTS:

After your child is 2 years old, Well Checks are limited by insurance coverage to once every 365 days. These are preventative care visits that include evaluation of growth, development, preventative screenings, and vaccinations if applicable. Due to the comprehensive nature of these visits, we must limit each family to 2 children per day. We recommend scheduling well visits 6-8 weeks in advance. This ensures that your child will have their well visit and immunizations on time. If your child is sick on the day of the Well Child appointment, we can either see your child for the Sick Visit and reschedule the Well Visit or see the child for both. Your insurance plan will NOT cover both the Well- and Sick-Visit on the same day and any remaining balance will become 100% your responsibility.

SICK APPOINTMENTS:

Sick appointments are scheduled to address an acute problem or a flare-up of a chronic problem. These are ideally scheduled on the same day or at the earliest possible availability to ensure prompt attention to your child.

FOLLOW-UP APPOINTMENTS:

Follow-up appointments are scheduled to assess the child after an acute illness to ensure resolution of symptoms and any potential sequelae related to the acute problem. Additionally, anyone on maintenance medications will have to be seen by a provider on a regular basis to continue receiving refills. Generally, a follow-up visit will be scheduled as you leave the office. In the event either you (the patient) or the provider must reschedule this appointment, you may be provided refills of necessary medications as deemed appropriate by your provider until the time of the rescheduled appointment.

COMPREHENSIVE APPOINTMENTS:

Comprehensive appointments are appointments that require lengthier evaluation or discussion. Examples of these types of appointments include, but are not limited to, evaluation, assessment, and follow-up of ADHD, anxiety and/or depression, behavioral concerns, or complex social situations. To adequately address and treat your child, these require a longer appointment time, therefore the availability of these appointments may be more limited. It is highly encouraged to schedule Comprehensive visits as you leave the office, or at least 3-4 weeks in advance, as these appointments tend to fill up quickly.

NURSE VISITS:

On occasion, we may request that you return to the office for a Nurse Visit.

You will only see the Nurse during this visit as they are not included in the provider's schedule. If you have additional questions or desire a discussion with a provider during this visit, please request a Sick appointment to allow time for the providers to address your questions or concerns.

WALK-IN APPOINTMENT:

Pediatric Offices at Willow Bend provides the courtesy of walk-in availability from 8am to 9am, Monday through Thursday. This is intended for acute illnesses only and is available for all members of the family. As these appointments are not previously scheduled and there may be regularly scheduled appointments during this time, you may be subject to an extended waiting period.

CANCELLATIONS:

If you should need to cancel a scheduled appointment, please notify our office 24 hours in advance so that we may accommodate families who are on a waiting list for an earlier appointment. Failure to cancel your appointment within 24 hours will result in a \$25.00 charge for late cancellation. This charge must be paid prior to scheduling your next appointment.

NO-SHOWS:

There may be a \$50.00 no-show fee for every no-show appointment. After 2 no-shows, we require that a \$75 deposit be paid in advance with a credit card be put on file in order to make the appointment.

Appointment Not canceled 24 hours in advance Fee \$25.00

No Show for Appointments Fee \$50.00

Our office policy states that 3 or more no-shows are grounds for dismissal from the practice. This is not to be uncaring; it is an effort to continue prompt care throughout the day for our ill children. These charges will not be billed to your insurance company; you will be responsible for payment.

LATE FOR SCHEDULE APPOINTMENTS:

If you are going to be more than 15 minutes late, please call our office so we can reschedule your appointment for a more convenient time. If your child is sick, you may wait in the office and be worked in between patients. Please note there may be an extended wait time if you are late for your appointment.

The Cancellation and No-Show fees are the sole responsibility of the caregiver/patient and must be paid in full BEFORE the patient's next appointment is scheduled.

Our practice passionately believes that good physician/patient relationships are based upon understanding and good communication. Questions about cancellation and no-show fees should be directed to the Office Manager at 972-781-1414.

By signing our Consent Acknowledgement Form, you acknowledge you agree and fully understand the Office Appointment Policy.

X

Parent/Guardian Signature