

Premiere Pediatrics

APPOINTMENT POLICY

This policy has been set up to better serve our patients with all appointment needs. Please have your insurance card, photo id, and payment ready at the check in window. A biological parent or legal guardian must be present at appointment, unless specified on a HIPAA agreement. Step-parents must be listed on HIPAA. Legal guardian/Foster parent must obtain and provide proper placement documentation prior to appointment.

Sick Appointments and Check ups

Premiere Pediatrics offers same day sick appointments, if you feel your child is sick, please call our office and one of the receptionists will be happy to schedule you. If you have more than one child that you would like treated, each child will need an appointment. Often a providers schedule does not allow for walk-in or work-in type appointments, please call ahead.

In order to maintain an active patient status with Premiere Pediatrics an annual check-up is required with your PCP. This will help to ensure continuity of care and keep your provider up to date with any changes in your child's health. If your child has a chronic condition which requires regular refills of medication you may need to come more often.

Late Arrivals and Missed Appointments

If you are running more than 15 minutes late, please call our office to see if we can make any adjustments to the doctor's schedule. If you arrive more than 15 minutes late without calling ahead to make arrangements, your appointment may be considered a missed appointment and need to be rescheduled for another day or time.

If you are unable to keep an appointment, please call and cancel the appointment as early as possible because this will allow another patient to be seen at that time. Your appointment time will remain reserved and not used unless we are notified that you cannot keep the appointment. We request a 24 hour notice for pre-scheduled visits and a minimum of 1 hour notice for same day scheduled appointments. Appointments scheduled as the first available time of a morning may not be cancelled via our answering service as it will not allow enough time to schedule another patient. Each missed appointment will be assessed a fee, additionally, after three missed appointments, your active patient status will be reviewed and considered for discharge from our practice.

Medication Refills

Refills must be called in to our refill line 2 business days in advance. Refills for controlled substance medications, such as, for ADHD will need to be requested 1 week in advance. Any prescriptions that are picked up in our office will require a valid photo id and signature upon release.

Forms

We require 24 to 48 business hours for completion of forms that are dropped off at our office. Fees may apply to forms such as physical forms, school forms, medication forms, WIC forms, records, and special requested correspondence. We ask that the parent portion is completed on forms all prior to drop off. Unfortunately, we no longer fax these forms, they will need to be picked up. Payment is due at time of pick-up to retrieve form.

Dismissal

Accounts may be reviewed for discharge from our practice under certain circumstances which include, but are not limited to excessive late arrivals or missed appointments, non-compliance, and/or rude or disruptive behavior. Please feel free to contact our office if you have any questions or concerns.