

PREMIERE PEDIATRICS APPOINTMENT POLICY

This policy is to allow us to better serve our patients with all appointment needs.

In most cases, sick visit appointments are made on the same day that you call. Patients are seen by appointment Monday through Friday from 9:00 to 5:00 for time-management purposes. You may call for an appointment at 8:30 AM. During the daytime clinic, a walk-in patient (no prior appointment has been made) will be triaged by a nurse if necessary or given the next available appointment. Premiere Pediatrics also has an evening walk-in clinic Monday through Thursday from 5:30 to 8:30 and patients are served on a first-come-first-served basis. This is a community-wide service. We are open every Saturday morning for scheduled appointments from 10:00 to 12:00. You may call for an appointment at 9:30 that morning.

SETTING APPOINTMENTS:

When your child is ill, please call our office and one of the receptionists will be glad to assist you. There are often several questions that the receptionist will ask in order to better serve you. Upon answering, you will be given an appointment or you may be transferred to talk to a nurse.

Following are *some* of the reasons for this necessary protocol:

1. Some symptoms may be treatable over the phone.
2. Some symptoms should be treated with over-the-counter medications prior to being seen in the office.
3. The nurse may need to send you for a lab or x-ray procedure prior to your appointment.
4. The nurse may need to refer you to a specialist.
5. The nurse may need to discuss your detailed problem with the provider in order to schedule an appropriate amount of time for the appointment.

SIBLINGS:

If you tell the receptionist that you have more than one child, that needs to be seen, an appointment will be scheduled for each child but with adjoining times. There will be a fee for each child seen. If a sibling without an appointment is present and is worked in, there will be a fee. Please note that many times the provider's schedule does not allow for this.

CHECKUPS:

Well-child visits are mandatory for our practice. These visits are to ensure continuity of good health and ensure that growth parameters and developmental milestones are met. Well-child checkups are scheduled within 2 weeks of your call. Because babies have several checkups during the first 2 years, we usually make your next appointment at the end of your current visit. Our office attempts to confirm all providers' appointments 2 days in advance but ultimately you are responsible to mark your calendar to assure you are available to keep the appointment.

RECHECKS:

Appointments to recheck an illness should be scheduled when you are checking out and should be made with the same provider you saw for the initial appointment.

LATE ARRIVALS:

We ask that you be on time to your scheduled appointment. If you are going to be more than 10 minutes late, please notify our office. In some cases it may be necessary to reschedule your appointment. If you arrive more than 10 minutes late, the receptionist may have to reschedule your appointment for another time due to prior scheduled obligations.

CANCELLATIONS AND MISSED APPOINTMENTS:

Missed appointments (those scheduled and not cancelled in a timely manner) affect all of our patients. If you are unable to keep an appointment, please call to cancel the appointment with a 24-hour notice. By calling as early as possible, this allows 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. Because missed appointments affect everyone, we review your child's active patient status for possible dismissal from our practice after there are three missed appointments within a 6-month period.