

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 if applicable ready at the check-in window. A biological parent or legal guardian must be present at the appointment unless specified in a HIPAA agreement. Step-parents must be listed on HIPAA. The legal guardian/Foster parent must obtain and provide proper placement documentation before an appointment.

Sick Appointments and Checkups

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 provider's schedule does not allow for walk-in or work-in type appointments, please call ahead.

Late Arrivals

If you are running behind, please call our office to see if we can make any adjustments to the provider'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 you may be asked to reschedule for another treatment time or another day if no other time slots are available.

Missed Appointments

If you are unable to keep an appointment, please call and cancel the appointment as early as possible as 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 at the first available time of morning may not be canceled via our answering service as it will not allow enough time to schedule another patient. Each missed appointment will be assessed for a fee. Additionally, your active patient status will be reviewed after three missed appointments.

Medication Refills

To obtain a refill, reach out to your pharmacy at least 2 business days in advance. Refills for controlled substance medications, such as **ADHD will need to be requested 1 week in advance.**

Forms

We require 2-4 business days dependent on the extent of paperwork required 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 specially requested correspondence. We ask that the parent portion is completed on all forms before dropping off. Unfortunately, we no longer fax these forms, they will need to be picked up. Payment is due at the time of pick-up to retrieve the form.

Dismissal

To ensure continuity of care and keep your provider up to date with any changes in your child's health, we require annual wellness visits with your assigned PCP. If your child has a chronic condition that requires regular refills of medication you may need to come more often. Accounts will be reviewed for dismissal from our practice under the following circumstances, which include, but are not limited to: excessive late arrivals, missed appointments, non-compliance, failure to follow PCMH guidelines, refusal to schedule annual wellness visits, rude, disruptive behavior, pregnancy or fathering a child. Please feel free to contact our office if you have any questions or concerns.