



## VALLEY PEDIATRIC ASSOCIATES, L.L.C.

### OFFICE APPOINTMENT POLICY

We would like to thank you for choosing Valley Pediatrics for your child's medical care. Valley Pediatrics believes providing and maintaining a positive and communicative physician-patient relationship with our families is essential. We want to make sure that you understand our appointment policies. If you have any questions, please let us know.

Please sign the Signature page to document that you have read and understood these policies.

#### **CHECK UPS**

We expect every patient to remain up to date with checkups and immunizations. We adhere to the American Academy of Pediatrics periodicity schedule.

All checkups require surveys to be completed before the visit. These surveys differ by age. The screenings include developmental progress, emotional adjustment, behavior issues and challenges of Social Determinants of Health. Completion of the surveys PRIOR TO the visit, allows us to focus on the most important issues or concern at the checkup.

Your *arrival time* is 15 minutes prior to your *scheduled time*. This is to allow for updating demographic information, paying co-pays if needed, triage and completion of screening (e.g., vision, hearing, lead, anemia, etc.). If you have not completed the on-line surveys prior to the visit, please come earlier so you can complete these before the visit.

If you arrive more than 15 minutes late for the appointment, we may have to re-schedule the appointment. If you are running late, please call so we can try to re-arrange the schedule and move your appointment to a later time.

We strive to minimize your wait time; however, emergencies do occur and will take priority over a scheduled visit. If it was your child, you would certainly want that!

Occasionally, your child may have a significant illness or problem that needs to be addressed at the well visit. This may require an additional visit on another day or an added sick visit at the same time, either of which may require a co-pay as mandated by your insurance company.

**Uninsured patients / Self-Pay.** If you do not have proof of insurance, payment is due at the time of your visit. A prompt pay discount is available if you pay in full at the time of the service. Immunizations for un-insured children will be covered by the Vaccines For Children (VFC) supply, but you will be responsible for the administration cost (approximately \$25 / vaccine, determined by the State of Maryland).

#### **SAME DAY SICK VISITS:**

We see all sick visits on the same day if you call before closing. Sick visit appointments are first-available basis. We are not doing walk-in visits at the time, so please call for appointments.

Please arrive on time. If you are 15 minutes late, your appointment time is over. You will be offered the next available spot. While we will do all that is possible to accommodate requests, the first-available appointment may or may not be on the day the appointment was missed. We will see patients who arrive on time prior to those who arrive late. We understand that emergencies occur -- If you are running late, please call so we can try to re-arrange the schedule and move your appointment to a mutually convenient time.

If you want to add on another child, please call as soon as possible so we can adjust the schedule. No-show charges for missed appointments will apply.

### **BEHAVIOR EVALUATIONS / MEDICATION RE-CHECKS:**

These appointments require surveys prior to the visit. This allows a more thorough and complete assessment. Some evaluations also include surveys for the teachers. Teacher input is incredibly helpful, and should be completed prior to the appointment to allow a more thorough assessment.

Children are constantly growing and maturing. Therefore, medication often require several adjustments. We see children frequently after starting medications. We usually reduce this to every 6 months once the dose is stable. We may need to see them more frequently if there are issues that require adjustments.

### **AFTER-HOURS CALLS:**

There is always a clinician from Valley Pediatrics on call. If you need to speak to someone after hours, please follow the directions on the message. After 10 PM there is a pediatric nurse service to answer calls. The nurses have the authority to answer questions and decide if your child needs to be seen immediately in the emergency room or it can wait until the morning. They can reach us for emergencies, e.g., a patient is being admitted to the hospital.

Please limit after-hours calls to urgent issues and emergencies. The on-call nurses cannot make appointments nor refill medications. There may be a charge for the calls to the on-call nurses.

For refills, appointment requests, & other non-urgent matters, please leave a via the portal, a message on the machine, or call the office during regular business hours.

### **NO SHOW / CANCELED APPOINTMENTS:**

If you are unable to keep your scheduled appointment, please call our office 24 hours before your appointment to reschedule. This will allow time to provide that time slot to another patient. We reserve the right to charge for appointments that are not canceled at least 24 hours in advance (\$25.00 for sick visits, \$50.00 for Well-visits & behavior consultations). This fee is usually not paid by insurance. This fee does not apply to Medicaid patients. Repeatedly missing appointments without adequate notice may result in discharge from the practice.

### **FORMS:**

School & sports forms will be completed on patients who are up to date with checkups. The parent information must be complete. We will try to complete forms at the checkup but cannot guarantee that. The form fee is due at the time a form is dropped off. The charges range from \$15.00 to \$25.00, and depend on the complexity of the form. Forms will be complete in 5-7 business days. For emergency (same day) forms, there is an additional fee of \$25.00.

Immunization forms can be downloaded and printed from the patient portal for free.

Please see the Form Fee Explanation for further details.