



### **Office Policies**

Welcome to Northwest Pediatrics. Our purpose is to nurture the health of children. It is our desire to provide the most current, compassionate and comprehensive medical care.

### **Office Hours**

Our office is open Monday, Tuesday, Thursday and Friday from 8:30-5pm. We are open from 9:30-5pm on Wednesday.

### **After Hours**

We are always available to assist you during regular office hours. For questions that arise when our office is closed, we are pleased to provide you with access to our nurse triage after hours phone line. Please call 336-605-0190 and your call will be directed to our nurse triage line.

### **Vaccination Policy**

Northwest Pediatrics follows the American Academy of Pediatrics guidelines for well care and immunizations. We believe strongly in immunizations and protecting infants and children. We do not support alternate vaccine schedules or not vaccinating children. If your philosophy differs from ours, we request that you find another pediatrician.

### **Late Arrival Policy**

We value your time and will make every attempt to see your child in a timely fashion. Please extend us the same courtesy and be on time for your appointment. If you are running late for your appointment please notify our office and we will attempt to make accommodations within our schedule. Patients who are more than 15 minutes late for their appointment may be considered a “No-Show” and may be asked to reschedule their appointment.

### **No-Show Policy**

We are sensitive to unexpected emergencies that may prevent you from keeping your appointment. However, we ask that you give us a 24 hour notice if you need to cancel an appointment. Appointments cancelled with less than 24-hour notice may be considered a “No-Show”. Three or more “No-Shows” in a 12 month period for a family may result in dismissal from the practice.

### **Medical Forms and Immunization Records**

Request for medical records must be made in writing and contain the signature of a parent or guardian. Medical records requested for personal use will incur a charge of \$15. There is no charge to send medical records to another physician. FMLA forms will be completed for a charge of \$25. School and camp physical forms are completed free of charge at the well child visit. There is a \$5 fee for forms completed any time other than at the well child exam as long as the patient has had a well child visit within the past 12 months. Please allow up to two weeks for medical records request.

### **School/Work Excuses**

We are only able to provide school and work excuses for patients and/or parents who are seen within our office. At check-out you will be provided a note excusing the day that you were seen and the date deemed appropriate for you to return to work or school by the appointment provider.

### **Separated/Divorced Families**

For families in which the parents are either separated or divorced, the parent bringing the child to the office is authorizing treatment and is, therefore, the parent responsible for co-payment or co-insurance on the date of service. We will not call or contact the other parent to obtain payment information. Please have the child's payment and insurance information with you when arriving for your office visit. All fees associated with the visit, including but not limited to, the co-pay of the child's insurance plan, are due at the time services are rendered. If there is a divorce decree requiring the other parent pay a portion, or all of the treatment costs incurred, it is the responsibility of the authorizing parent to collect from the other parent. Northwest Pediatrics will not make special provisions or act as a mediator in collection of payment.