



*Caring for the  
Next Generation*

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### **REVIEW OF OFFICE POLICIES – 2019**

Our office is open:

8:00 a.m. – 12:30 p.m. and 1:30 p.m. – 4:30 p.m. Monday-Thursday  
8:00 a.m. – 12:30 p.m. on Friday, with urgent care only from 1:30 p.m. – 4:30 p.m.  
8:00 a.m. – until last patient seen on Saturday for urgent care.

We are available to speak with you via phone as our schedule permits in between patients, but know that we will return your call before we leave the office. Sometimes these calls occur after we finish seeing patients, which may be after business hours.

We try our best to make appointment reminder calls. This is a courtesy and you are ultimately responsible for your child's appointment. **A fee will be assessed with any missed appointment and any appointment canceled within 2 business days of the appointment time.**

Each child requires his/her own pre-scheduled appointment. We DO NOT accept WALK-INS or any unscheduled ADD-ONS.

All vaccines, immunizations and weight checks require an appointment, despite not being seen by the doctor.

**We need to see your insurance card(s) AT EVERY VISIT.** Please review the Financial Policy.

We require the following time frames for the applicable service. Please allow ample time when requesting the following:

Triplicate prescriptions – 24 hours  
School physical forms, camp forms, etc – 72 hours  
Copies of medical records – 14 business days

### **PHONE, MAIL, EMAIL, AND TEXT MESSAGE POLICY – 2019**

We may contact you by telephone, mail, email, or text (or any combination of these four) to provide appointment reminders, or other health related benefits and services that may be of interest to you. You may request removal at any time by notifying our staff.

I have received, reviewed and agree to comply with the following:

- Office Policies – 2019
- Phone, Mail, Email and Text Policy – 2019

\_\_\_\_\_  
Signature of Parent/Legal Guardian

\_\_\_\_\_  
Date