



REVIEW OF OFFICE POLICIES - 2025

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 attempt to return your call before we leave the office daily. 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, labs, ear piercings, and weight checks require an appointment, despite not being seen by the doctor.

Failure to read and sign this policy may result in us sending your child home with excess caffeine and kittens.

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:

Controlled substance (ADHD) prescriptions – 3 business days
School physical forms, camp forms, etc. – 3 business days
Copies of medical records – 15 business days

PHOTOS and VIDEOS

We understand wanting to document your child(s) milestones, however, please refrain from taking photos, video, or audio recordings while your visit is in session.

PHONE, MAIL, EMAIL, AND TEXT MESSAGE POLICY

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.

In addition, phone calls with anyone from Heritage Pediatrics may not be recorded, without prior permission.

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

- Office Policies
- Photos and Videos
- Phone, Mail, Email and Text Policy

Signature of Parent/Legal Guardian

Date



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