



Office Policies - 2026

Office Hours & Availability

Our office hours are as follows:

- **Monday–Thursday:** 8:00 a.m. – 12:30 p.m. and 1:30 p.m. – 4:30 p.m.;
- **Friday:** 8:00 a.m. – 12:30 p.m. and *urgent care only* from 1:30 p.m. – 4:30 p.m.
- **Saturday:** *Urgent care only*, beginning at 8:00 a.m. until the last patient is seen.

Office hours and services may vary due to holidays, staffing, or weather-related closures.

Commitment To Preventative Care:

Heritage Pediatrics serves as a medical home rather than an episodic urgent care. To maintain an active patient relationship, families are expected to schedule annual well-child visits in addition to visits for acute illness or injury.

Phone Calls & Communication

We are available to speak with you by phone as our schedule permits between patient visits. We make every effort to return calls before the end of the business day as able. Response times may vary based on patient volume and clinical urgency. Phone communication is not intended for emergencies.

Appointments & Scheduling

- Each child requires **his or her own scheduled appointment**.
- We **do not accept walk-ins** or unscheduled add-on visits.
- Arrivals more than 15 minutes late may need to be rescheduled
- All services—including **vaccines, laboratory work, ear piercings, and weight checks**—require a scheduled appointment, even if the physician is not seeing the patient.

Missed Appointments & Cancellations

Appointment reminder calls or messages are provided as a courtesy. Parents or Legal Guardians are ultimately responsible for keeping scheduled appointments, regardless of who presents the child for the visit. Missed appointments and late cancellations may result in a fee assessed per child, per appointment.

Please refer to the Financial Policy for current fees and billing details.

Administrative Requests & Processing Time

Please allow the following processing times when requesting services:

- **Controlled substance (ADHD) prescription refills:**
Controlled substance (ADHD) prescription refills require five (5) business days for processing.
Applicable fees are outlined in the Financial Policy and the ADHD Controlled Substance Policy [here](#):
- **School, camp, sports, or physical forms:**
Five (5) business days
- **Copies of medical records:**
Fifteen (15) business days



Fees & Charges

Certain services, administrative requests, missed appointments, late cancellations, and prescription processing may result in fees assessed per child or per request. These are outlined in the **Financial Policy** [here](#):



Vaccination Policy

Heritage Pediatrics maintains a vaccination policy describing immunizations expected for patients of the practice. By reading and signing, you acknowledge that you have been informed of this policy. See your physician's webpage for specific guidance.

Over please

Age of Graduation

Patients finish their care at Heritage Pediatrics one year after their high school graduation or when they turn 18, whichever comes later. Patients remaining in the special needs program of their high school may remain until they graduate on a case-by-case basis.

Photos, Videos, & Recordings

To protect patient privacy and ensure a respectful clinical environment, **photos, videos, or audio recordings are not permitted during visits** without prior authorization. Additionally, phone calls with Heritage Pediatrics staff **may not be recorded without explicit prior permission**. Heritage Pediatrics may use scribe services with AI technology in order to make efficient encounter notes, in all manners consistent with HIPAA.

Phone, Mail, Email, & Text Messaging

We may contact you via telephone, mail, email, or text message to provide appointment reminders and other health-related information or services. You may opt out of non-essential communications at any time by notifying our staff.

Acknowledgment of Office Policies

I acknowledge that I have received, reviewed, and agree to comply with these office policies as a condition of care

These Office Policies should be read in conjunction with the Household Patient Demographics Information Form, Financial Policy, Credit Card on File Agreement, and Advance Consent to Treat Minors.

Signature of Parent/Legal Guardian

Date