

OFFICE INFORMATION & POLICIES

We have regular hours of operation.

We are open Monday through Friday 8 am to 5 pm. We are closed on the following holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day, and half-day on Christmas Eve. Any other closures will be posted on our Facebook page.

We are available after hours when you need us.

We understand that kids get sick at night, on weekends, and on holidays! Our pediatric triage nurse is always available when the office is closed. If the triage nurse cannot offer advice, one of our providers is always on back-up call.

We are a vaccinating practice.

Vaccines are one of the most important services we offer as a pediatric practice. We follow the schedule endorsed by the American Academy of Pediatrics and Centers for Disease Control. We understand there may be times when you have questions or are hesitant about certain vaccines and we are here to help! We will gladly answer all your questions about vaccinations. If you ultimately decide that vaccines are not right for your family, we will ask you to find a different pediatric medical home.

Well child visits are a priority and required of our patients.

We do not only want to see you when your child is sick! Well child visits are vital to maintaining the health of children. At well visits we are looking at weight, height, conducting vision, hearing and developmental screenings, which are necessary to ensure proper growth. Well child visits are required at the following ages: newborn, 2 weeks, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 2 years, 3 years and every year annually until age 18. The **well waiting** room is for well-baby and well child check-ups only, and you should not enter that room if you or anyone with you are showing signs of illness. Failure to maintain regular well child exams may result in dismissal from the practice.

We offer same day sick appointments.

We understand that when your child is sick, you'd like for them to be seen in a timely manner. We are not a walk-in clinic, but we offer same day sick appointments during our regular office hours. Please call us to schedule a same day appointment.

Scent-Free Zone

The chemicals used in scented products can make some people sick, especially those with asthma, allergies, and other fragrance sensitivities. Please do not wear perfume, scented lotions, or other fragrances on days you will be visiting our office.

smart start pediatrics - we give a hoot!



We strive to be on time and we value mutual respect.

We know that life is busy and that all of us have many obligations every day. We understand the need to stay on time, and we strive to do so. On occasion there are unexpected issues that arise which cause us to run behind. Usually these are related to patient care. We will do our best to communicate with you if we are significantly behind so that you are never left wondering. We ask that you communicate with us if you are going to be late or need to cancel an appointment. Arriving more than 15 minutes late will result in a no show and may require your visit to be rescheduled.

No Show to Appointments

If you will be unable to keep your scheduled appointment, we ask that you cancel your appointment at least 24 hours prior to the appointment time or 2 hours prior to the appointment time for same day appointments. A **no show** is defined as missing a scheduled appointment without proper cancellation notice or arriving at an appointment more than 15 minutes late. Multiple no shows will result in dismissal from the practice. New patients who no show for their first appointment will not be rescheduled.

We do not tolerate verbal or physical aggression towards our staff.

All our staff is committed to providing the best possible care to your children. Any patient, parent, caregiver, etc. who yells, becomes verbally or physically aggressive, makes threats to our staff, or uses profanity will be dismissed from the practice without exception. We want our office to be a safe place for both patients and employees.

Child Custody

We will allow either parent to accompany their child to an office visit and to have equal access to their child's health information unless we are given a legal document that states otherwise.

Financial Information

- It is your responsibility to bring your current insurance card to all appointments and notify our office of any changes in insurance, address, telephone, or family status at the time of check-in.
- If you fail to provide complete and accurate insurance information on the date of service, you will be held financially responsible for services rendered that day.
- When active insurance coverage cannot be verified, you will be considered self-pay and payment will be due at the time of the appointment.
- All co-pays and deductibles are due at the time of service.
- If you are uninsured or seeking care on a (self-pay) basis for services that were scheduled 3 days in advance, you have the right to receive a Good Faith Estimate for the total expected cost of any non-emergency items or services.

I have received a copy of Smart Start Pediatrics office policies. I have read and understood the policies and I understand that I am financially responsible for all services and fees not covered by my insurance. I authorize the release of necessary information needed for Smart Start Pediatrics to receive payment for services.

Signature_____

Date_____