

One Health Pediatrics Office Policies

We would like to thank you for choosing One Health Pediatrics as your medical provider. We have written this policy to keep you informed of our current office procedures.

Office hours - We are open for appointments Monday – Friday from 8:00AM to 5:00PM.

Routine well visits - These are scheduled from 8:00AM – 4:00PM Monday through Friday. Well child care visits are scheduled according to the guidelines of the American Academy of Pediatrics. Please note that this schedule may be different from the one devised by your insurance company.

Sick visits - If your child needs to be seen because of an illness, same day appointments during office hours are available. Please call ahead to obtain a time. Should your primary provider be fully booked or out of the office, you will be able to see another provider in the practice. ***If you scheduled an appointment for an illness, please note that a full checkup cannot be done at that appointment. Please schedule separate appointments for that purpose.*

Walk-in appointments – We offer a walk-in clinic for sick patients Monday – Friday from 7:00AM – 9:00AM for our established patients without an appointment. Patients are seen on a first-come first served basis. Our doctors take turns seeing patients in the walk-in time. The walk-in clinic is specifically designed for recent, urgent illnesses such as earaches, sore throats, fever, and vomiting and diarrhea.

Chronic illnesses will not be addressed in walk-in clinic. You may be kindly asked to reschedule your visit. *We do not do school or sports physicals at walk-in time.*

The time in walk-in clinic is limited. So that we have adequate time to treat you appropriately, we cannot see more than 2 children at a time in the walk-in clinic. You may be asked to schedule an appointment if you have multiple siblings needing to be seen.

Appointment notes - We do our best to run on schedule, as we realize that your time is also valuable. There are many ways you can assist us in staying on time:

- Please be on time for your appointment.
- Please inquire with the Registration Staff if your wait in the waiting room exceeds 15 minutes.
- Patients must provide updated immunization records at the time of their first visit.
- If you schedule a visit for one child, please expect only that child to be seen. If more than one child needs to be seen, please inform us when making the appointment so that enough time is allotted for you.
- Proper hygiene and attire are expectations of all patients and families.

Cell phones - We ask that all cell phones be silenced and no cell phone conversations occur in our exam rooms.

Consent for Treatment without parent present – Patients under the age of 18 must be accompanied by a responsible adult who is authorized by the parent to accompany the patient.

List family/friends who you authorize to bring your child in for treatment on the communication consent form at check-in

School Excuses - School excuses will only be provided for patients on the day(s) seen in the office.

Prescriptions and Refills -

- The best time to get a prescription refill is at your medication check appointment.
- Prescription refills must be requested at least 48 hours in advance.
- Some medications have potential side effects that must be monitored. We require check-ups every 3 or 5 months for these medications. Be sure to keep those follow-up appointments.
- Some prescriptions cannot be called in. The prescription must be printed for you to pick up.
- Routine medicines are not called in after office hours.
- If your child sees a specialist who prescribes them medicine, please call their office for refills.

Cancellations – We do understand that in today’s busy world occasionally situations come up that are beyond our control. In those instances, we do request you extend us the courtesy of 24-hour notice. Failure to support this policy can lead to you being discharged from the practice.

Late for an appointment – We realize that days do not always run as smoothly as planned and we apologize. When a patient is late for an appointment, we ask that you please call our office so we can reschedule your appointment. This ensures that our doctors and patients stay on time. We run a tight schedule and cannot delay those who are on time.

Missing an appointment – We cannot stress enough how important it is that you come to your appointments. We try to call and remind you of the appointments 1-2 days prior to your appointment, as a courtesy. However you are still responsible for keeping your appointment time even if we cannot reach you. If you don’t show up for a scheduled appointment and do not call, you will be considered a ‘no show’ for that appointment.

Dismissal: If you are “dismissed” from the practice it means you can no longer schedule appointments, get medication refills or consider us to be your doctor/provider. You have to find another provider in another practice.

Common Reasons for Dismissal

- Failure to keep appointments, frequent ‘no-shows’ or frequent last cancellations
- Noncompliance, which means you won’t follow physician instructions about an important health issue
- Abusive to staff

Dismissal Process

We will send a letter to your last known address, via certified mail, notifying you that you are being dismissed. If you have a medical emergency within 30 days of the date on this letter, we will see you. After that, you must find another provider.