

# Preferred Pediatrics



## Parental Expectations

- Please have a respectful attitude during your wait and visit. Shouting, yelling or violent threats/acts will not be tolerated.
- Please allow **2 business days'** notice for prescription refills. *Example:* Refill requests made on Friday will be available on the following Tuesday.
- Please try to arrive 10 minutes early for your appointment to complete any necessary forms required for insurance or patient care. We understand that traveling with children can sometimes be a challenge, but please try to be on time.
- Patients who arrive more than **15 minutes** late will be asked to reschedule or wait until all other patients are seen for the day. It is unfair to the other patients to make them wait after arriving on time.
- If you are unable to attend at your scheduled appointment time, please give us **24 hours'** notice. Failure to call and cancel/reschedule your child's appointment will be deemed a *no show*. Patient's with repeated *no show's* may be fined OR dismissed from the practice.
- You are expected to provide payment on previous balances and copays on the day of your appointment.
- We are very excited about our new clinic. Please help us keep it nice by preventing children from playing on the counters/stools, marking on the walls, or throwing toys. Also, please do not allow your child to eat in the exam rooms or waiting area.
- All children are minors and must have a parent or guardian's consent to obtain treatment. Please be sure that someone who has the authority to consent for treatment is accompanying your child to their visit.