

## Pearland Pediatrics & Sports Medicine

### OFFICE INFORMATION & POLICIES

#### OFFICE HOURS

*For Scheduled Appointments:*

Monday-Friday: 8:15a-5:00p

*Evening Monday-Thursday & Saturday Mornings:*

Acute illness only, please call same day for an appointment.

*Walk in Sick Clinic-For Acute Illness (enter door closest to Yost Blvd)*

Monday-Friday: 7:30a-12:00p, 2:00p-5:00p

#### SCHEDULING APPOINTMENTS

When calling to make an appointment, please make sure to give accurate information to our schedulers so that they may assign the appropriate amount of time needed to address your child's illness. Our physicians want to fully address each need of the patient and concern of the parent without delaying the following patient. If the physician feels that more time is needed to address all your concerns, you may be asked to make another appointment.

#### LATE/CANCELED APPOINTMENTS

As a patient we entrust you will make and keep your scheduled appointment and arrive on time. We do understand occasional circumstances do occur. If you need to cancel or reschedule, please do so within 24 hours of your scheduled appointment so that we can open up your time slot for another patient needing to see us. By doing so you will not incur a \$25 missed appointment fee. Our scheduling coordinators will do their best to re-schedule you promptly. If you are running late for your appointment, please notify our office so that we may see the next scheduled patient early if possible. If you arrive more than 15 minutes after your appointment time, we cannot guarantee you will be able to be seen that day, but will do our very best to accommodate your appointment based upon the doctor's availability.

#### WHAT TO BRING TO APPOINTMENT

Please bring the following to your appointment:

- Insurance card
- Any updates on medications, dietary supplements, or remedies you are using.
- If you have seen a specialists recently, please make sure we have received a report from your visit.
- Any school, daycare or sports forms that need to be completed by your physician
- If you are a new to our practice, please make sure we have all medical records from your previous physician before your appointment.

#### WHAT TO EXPECT AT YOUR APPOINTMENT

If you are a new patient, you will be asked for basic patient information to establish your medical record and business

account. All patients will be required to complete an update of patient information yearly.

We are firm believers in building relationships with our families. We encourage our patients and families to ask questions during the appointment and inform us of any obstacles that might affect your treatment plan. Once a treatment plan is developed with your provider we ask you to take medications as prescribed and return for any recommended follow up visits.

Please understand that not all patients require the same amount of time with the doctor and that emergencies do occur, therefore some delays are unavoidable. However, we will do our best to keep you informed of these delays. Your patience in these situations will be greatly appreciated.

#### REFERRALS

If you need a referral to see a specialist, you must be up to date on well care and have seen your physician for the concern in the last 6 months. When a referral recommendation is made, please notify your referral coordinator immediately after scheduling your specialist appointment so we can coordinate care. Many insurance plans require 3-5 days before an authorization can be obtained therefore we are not able to facilitate last minute requests. No retroactive referrals will be given.

#### WALK-IN CLINIC

The walk-in clinic is for acute illnesses and staffed by nurse practitioners and overseen by our physicians. Patients are treated by severity on a first come, first serve basis. To use the convenience of the walk-in clinic, your child must be an established patient and have had a well visit within the last year. If you are behind on your well visit, you will be asked to schedule one for a later date. To use the walk in clinic again, you must keep the well visit appointment. If you need a referral, medication check or have a medical issue lasting longer than 2 weeks, please make an appointment with your physician.

#### AFTER HOURS PHONE CALLS

We are happy to provide Night Nurse Triage to our patients during nonbusiness hours for urgent issues. We have resources on our websites for non-urgent issues that should help until the office opens again. When in doubt, never hesitate to call us after hours. Our physicians are available to direct your child's care 24 hours a day, 7 days a week. Calls that are determined to be non-urgent may result in a \$10.00 fee for the convenience of this service.

#### PATIENT SATISFACTION

Your suggestions and comments are always welcome, and should you have any concerns, please give us a chance to address them. You may contact any member of our management team or email us at [office@pearlandpediatrics.com](mailto:office@pearlandpediatrics.com).