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LAKESIDE PEDIATRICS OFFICE POLICY

SCHEDULING

Well Child/Routine visits are essential to health, preventative pediatric care. It is best to schedule 3-6 months in advance to allow for preferences of provider/day/time. To schedule appointments call: 860-1928 and selection option 2 for the Front Desk.

PRESCRIPTION REFILLS

Please give our Nurses a 24 hour notice for all prescription refills. We do not accept any refill requests during non-business hours, if you call afterhours you will be charged a \$25.00 fee. To request a refill call: 860-1928 and select option 4.

REFERRAL REQUESTS

Some insurance companies require a referral before your child has a visit with a specialist. If your child needs a visit with a specialist, please check with your insurance company prior to your visit so that we may complete any necessary paperwork. To request a referral call: 860-1928

AFTER HOURS

Our normal business hours are: Monday-Friday 8:30am-5:00pm, however if you feel you have an urgent matter that should not wait, please call the office at 860-1928 and our Night Nurse Triage Service will assist you.

APPOINTMENTS

Late arrivals: If your child is more than 15 minutes late for a scheduled appointment, you may be asked to reschedule for another date and time.

Missed/Cancelled: If you need to cancel an appointment please provide at least a 24 hour notice. Missed/Cancelled appointments **without** a 24 hour notice will be charged a \$25.00 fee. If you miss or cancel 3 appointments without prior notification to our office, you may be dismissed from the practice.

TRANSFER IN REQUESTS

If you would like to transfer into the practice, please call 860-1928 selection option 2.

Before transferring in you will need to request the records from your child/children's current physician. This should be done in writing, and either doctor's office can supply this form.

Some insurance plans require notification of a change in primary care physician. Contact your insurance plan to be sure your child/children's health insurance will pay for services provided in our office.

Once we have received your child/children's health records we will contact you to schedule any needed appointment(s).

When you come in for your child/children's first visit please be prepared to fill out some paperwork and have your insurance card available.