** OFFICE POLICIES**

We consider it an honor and a privilege to care for your children. We work hard to keep quality, respect, and positive communication alive and well at our office. Your visit is made more productive by reducing waiting time to a minimum, and that is only possible when everyone on our team takes every step to help you get in and out as quickly as possible. Please help us in providing quality, efficient care by taking note of the following:

1. Please arrive 10-15 minutes before your appointment time. Coming late or arriving very early disrupts the natural flow of patients and can increase your waiting time.
2. Walk-ins may not always be able to see a doctor or, at least, may have to wait longer than those with scheduled appointments.
3. Do not miss appointments unless you have a strong reason. Call to reschedule as soon as you realize that you cannot keep your appointments, preferably 24 hours in advance. Missed appointments will incur a **$30.00 fee** per child per missed appointment. Families who miss multiple appointments may be discharged from the practice.

As a courtesy, we will make every effort to remind you of scheduled appointments.

1. Please do not ignore your financial obligations including co-pays, unpaid balances, and non-covered services. This is a private practice that is NOT subsidized by the government.
2. Bring all recently prescribed medications, and be ready to answer any questions about your child’s recent illness or visits to other providers.
3. Please allow up 24 hours for medication refills to be ordered.
4. Try to use only one pharmacy when possible.
5. Paperwork and forms, including vaccine records, may take up to 3 business days to be completed. Work or school excuses will be provided at the time of visit only.
6. Request your preferred doctor when you make your appointment. Please also try to be flexible when we have to treat many sick patients.
7. Referrals to a specialist or hospital will be made according to the degree of urgency and availability of the specialist. Please be aware that some specialists are booked weeks or months in advance. Failure to show for a referred appointment will further delay services and can make it much harder for your child to receive necessary care.
8. Finally, taking your child to after-hours clinics or ERs for non-urgent matters will only compromise quality of care and increase waste. We strongly advise against using after hours clinic for illnesses that can wait until next morning.
9. **Vaccination Policy:** We understand that you may have concerns or questions about immunization safety or schedules. We are always happy to provide information and engage in respectful discussion with our families with the shared goal of protecting your child and community from preventable disease. With this in mind, we are happy to work with families that desire selective or alternative immunization schedules as well as standard schedules. **We are, regretfully, unable to accommodate families that choose not to vaccinate and have no intention of ever vaccinating.**

 **I have read and understand these office policies. I understand that these policies apply to all children for whom I am responsible that are treated at Iberia Pediatrics.**

**DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **SIGNATURE OF GUARANTOR/LEGAL GUARDIAN**