



APPOINTMENT POLICY

It is our intention to provide your child(ren) with the best care possible at all times and to accommodate as many requests as is realistic and feasible. It is within this context that we ask you to take a few moments to review policies that affect the way services are provided.

IN THE OFFICE

ARRIVE EARLY. Please remember that all insurance requires that it be updated prior to each encounter. This usually takes a few minutes. If this is not done, your insurance may deny your claim. We do not want time spent on administrative requirements to limit your time with the doctor.

SCHEDULE AN APPOINTMENT BY CALLING (830) 251-0860. Walk in patients are offered the first available appointment.

PATIENTS WHO ARRIVE ON TIME ARE SEEN AT THEIR APPOINTMENT TIME. Patients who have arrived on time will be seen ahead of those who arrive late. If you arrive late, we may need to abbreviate or reschedule your child's visit.

CALL AHEAD IF YOU ARE LATE OR UNABLE TO MAKE YOUR APPOINTMENT TIME. We will do all that we can to accommodate your child's appointment and to minimize the need to reschedule your appointment.

LATE ARRIVALS (15 MINUTES AFTER SCHEDULED APPOINTMENT) WILL BE OFFERED THE NEXT AVAILABLE APPOINTMENT. In these cases, a no-show charge of \$25 will apply. While we will do all that is possible to accommodate requests, the first available appointment may/may not be on the day the appointment was missed. Please contact the office 24 hours in advance to cancel appointments not to incur a no-show appointment.

APPOINTMENTS FOR ADDITIONAL CHILDREN SHOULD BE MADE BY PHONE PRIOR TO COMING TO THE OFFICE. It is not guaranteed added on siblings can be seen at same time. We will do all that we can to accommodate you. Regular fees do apply to added on siblings at time of service.

PLEASE TURN OFF CELL PHONES IN THE OFFICE AND EXAMINATION ROOMS.

AFTER HOURS CALL SERVICE

PLEASE LIMIT AFTER HOUR CALLS TO URGENT ISSUES AND EMERGENCIES. For refills, appointment requests, and other non-urgent matters, you may leave a message or call the office during

regular hours. A charge of \$50-\$150 fee will be applied, depending on length of triage call that does not lead to an office or emergency department visit.

Please also do the following when using this service:

When leaving a message, please speak slowly.

Be sure to leave a callback number.

Disable your call block feature.

Follow the doctor's instructions

WE ARE HERE TO PROVIDE THE BEST CARE WE CAN TO YOUR CHILDREN SHOULD THE NEED ARISE. AS ALWAYS, WE WELCOME THE OPPORTUNITY TO CARE FOR YOUR CHILDREN AND APPRECIATE YOUR TRUST IN THE SERVICES WE PROVIDE.