

# PARTNERS 4KIDS SCHEDULING POLICY

## **Making an Appointment :**

In order to serve you better as your child's medical home, we offer **same day appointments**. This means that we will be able to see your child the same day for acute visits, if requested. This policy does not always apply to well visits, however, we will always do our best to accommodate you. To help provide timely service to our patients, we prefer to **schedule all visits**. If you are more than **10 minutes late** for your appointment, we will try to work you back into the schedule, or perhaps offer an appointment to you with another provider. Out of courtesy to our other patients, we may be forced to ask you to reschedule your appointment. We understand that emergencies arise and you may not be able to keep your scheduled appointment. Please call our office at least 24 hours in advance to cancel a well child visit, or within 2 hours of your appointment for a sick visit. In the event you are not able to call us you will be assessed a "no show fee". Please refer to fees policy. In any event, it is always recommended that you call the office if you are delayed, so that we can properly advise whether you can be accommodated. Occasionally, despite our best efforts, we may run late. We will keep you informed so that you have the option of rescheduling your appointment or seeing another provider, if available.

## **Well Child Visits:**

To keep your children healthy, it is important to bring them in for regular checkups. We recommend that you call in advance, so you may choose the date that best fits your needs. The list below is our recommended schedule for Well Child Visits.

<ul style="list-style-type: none"><li>• Newborn</li><li>• Two Weeks</li><li>• Two Months</li><li>• Four Months</li><li>• Six Months</li><li>• Nine Months</li><li>• Twelve Months</li></ul>	<ul style="list-style-type: none"><li>• Fifteen Months</li><li>• Eighteen Months</li><li>• Two Years</li><li>• Three Years</li><li>• Four Years</li><li>• Five Years</li><li>• Six Years</li></ul>	<ul style="list-style-type: none"><li>• Seven Years</li><li>• Eight Years</li><li>• Nine Years</li><li>• Ten Years</li><li>• Eleven Years</li><li>• Twelve Years</li></ul>	<ul style="list-style-type: none"><li>• 13 Years</li><li>• 14 Years</li><li>• 15 Years</li><li>• 16 Years</li><li>• 17 Years</li><li>• 18 Years</li></ul>
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## **Walk-In Visits:**

All visits require an appointment except in the case of an emergency. We will do our best to see your child if you walk-in without an appointment. If there is a possibility for a prolonged waiting time, we will ask you to return later in the day when the schedule allows.

## **After-Hours Procedures and Emergencies:**

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At times there are urgent or emergent needs that develop **after-hours**. We strive to provide efficient yet quality care through integrative technology. We encourage you to first refer to the **“Is Your Child Sick”** helpful information on our website, when practical, before calling the office- 340-774-KIDS (5437). If you need to speak with the on-call doctor or nurse urgently, please utilize the **“Page My Doctor”** answering service icon to reach the on-call health

care provider. Please reserve routine questions relating to **mild illness, appointments, prescription refills** for the following morning. Emergencies are considered to be those conditions that are life-threatening: loss of consciousness, severe bleeding, seizure, etc. If an emergency should arise, please call **911**. In the case of **minor emergencies** during office hours, please call our office first for instructions. We may not have the proper capabilities for your situation, which could result in an unnecessary delay in appropriate care.