**Appointment Policy**

**Type of Appointment**

* **In-person:** Certain appointment are always schedule for in office or your home, such as Well Visits, Sports Physicals, Weight Checks. If you prefer an in-person appointment, we are happy to accommodate this for any other visit or communication.
* **Telehealth:** These visits may be video or phone, depending on your preference or need. We are excited to provide telehealth as a more convenient method for your child’s healthcare when appropriate. Medication management, mental/behavioral health, infant care and sick visits may all be scheduled remotely if you prefer. If a sick visit is scheduled via telehealth, depending on the medical concerns, we may ask you to bring your child to be seen in person the same day.

**In Office Appointments**

* **Reminders:** We will send you an email/text reminder for prescheduled appointments 2 weeks and 2 days before your scheduled appointment.
* **Allotted time:** We want to respect your time and the time of other families. Please try to arrive on time for your appointment and communicate any special needs you may have for your appointment. We will communicate the time allotted for your appointment, so if you feel you have more complex concerns, please let us know so we can allocate enough time for your needs. This includes if you have more than one child that may be seen or discussed.
* **Schedule same-day appointments for ill visits:** Appointments are used on a first-available basis. Calling/secure texting early in the day will help ensure we can meet your needs.
* **Late arrival:** If you are running late, please call to let us know. If late, your appointment may need to be abbreviated to be respectful of the next patients’ time. We will do everything we can to accommodate your child’s appointment, although a follow up phone call or visit may be needed if there is not sufficient time to address all concerns.
* **Missed appointment:** We understand life is busy and mistakes happen. We will not charge you for a missed appointment, although if this becomes a chronic problem, we will have to discuss the best way to address this, or you may be asked to find alternative healthcare for your child.
* **Rescheduling:** Please give at least 24-hours notice when needing to cancel or reschedule an appointment.

**Turn off cell phones in the office and examination rooms.**