



PATIENT INFORMATION GUIDE

At *Kids First Pediatrics of Raeford*, we strive to put our patients first. Our mission is to deliver comprehensive medical care in a trustful, caring, timely and high quality manner to children care in agreement with recommendations and guidelines offered by the American Academy of Pediatrics. We believe that all children have a right to have access to quality healthcare with parental and caregiver involvement in all medical decisions.

To ensure that everyone receives the service their health requires, we have employed the following list of policies. We ask that you please respect these policies when bringing your children to our office or communicating with our staff.

Thank you.

NEW PATIENT POLICY

If you are visiting us for the first time, we highly advise arriving at least 15-20 minutes before your appointment time in order to facilitate completion of new patient registration. You can obtain a copy of our new patient packet ahead of time for completion by calling our office **910-848-KIDS (5437)** or visiting us at our location- **Kids First Pediatrics of Raeford, 4005 Fayetteville Road, Raeford, NC, 28376**. Our office is open from **Mondays to Fridays from 9 am to 6pm**, and we offer **Saturday appointments** during winter season as well. Please call our office for specific times.

GENERAL OFFICE GUIDELINES

We offer separate sick and well waiting rooms at our office. We ask that you limit the number of guests that accompany you and your child on an office visit. Seating is limited in our reception area and your guests might be exposed to illnesses.

Please do not leave children unattended in the rooms. We request that you not bring food or beverages (other than formula) into the office. We strive to make your child's visit with us as comfortable and scare-free as possible, we have designed our office to meet this need and in return we expect you to take care of our office as well by making sure you are watching your children at all times. Child friendly books, furnitures and toys have been placed in our office for your child's use, please avoid letting your children climb into our exam tables unattended or open up our exam drawers or damage our room decors. We expect all books and toys to be placed back where they belong so that other children may enjoy them as well.

Our location provides a smoke free environment. Smoking is prohibited anywhere inside the facility.

If you suspect your child is ill to any degree please be considerate and keep your child in the sick reception area. If you think your child has chicken pox and needs to be seen, please discuss entry into the facility staff prior to coming in.

APPOINTMENTS

Patients are seen by appointment only. However, *time is set aside daily to schedule sick children needing to be seen*. We request that you call as early as possible if this need arises. We will make every effort to see patients at their scheduled appointment time and in turn, request that you arrive promptly, calling well in advance for any delays. Cancellations should be made at least 24 hours in advance in order to allow us to offer your appointment time to other patients needing care.

We see our patients by appointment so we can see your child with the least wait time. We will always see your child if necessary. We will make every effort to see your child on time, because we know your time is as valuable as ours. Below are some suggestions and guidelines that will help you to understand our systems and allow us to serve you more effectively.

Should we have an emergency and are unable to see you as scheduled, we will let you know as soon as possible so you can have the option to reschedule the appointment. Other situations that cause the wait to be longer:

- illness that requires extra time
- patients are late or add another child at the office
- walk-in patients coming in outside of the walk-in times

As hard as we try, we cannot always predict the needed amount and/or duration of appointment times correctly. The volume and degree of illness is not always predictable. You can help us schedule the appropriate appointment time for your child by giving our staff the purpose of the visit, and the specific nature of your concerns.

When you call and schedule an appointment we will repeat back to you the day, time and reason for the visit to try to cut down on errors. We also confirm all well checks, sick visits and follow ups the day before your appointment. If for some reason you do not hear from us the day before please call us.

Sick and Well Visits

The appointment time for sick children is shorter than for well child visits. If your child is already scheduled for a well visit but happens to be sick we can usually still do the check-up. If your child is scheduled for a sick visit we usually do not have time that day to do a full check-up.

Missed or Cancelled Appointments

Your appointment time is reserved exclusively for you and your Child. Please be considerate of others - if you miss your appointment or cancel at the last minute, we will be unable to care for another patient in your child's place. As a courtesy, we make appointment reminder calls. .

We do not book as many patients as possible into our appointment schedule. At our Practice, we believe that we can provide optimal Pediatric care only if we have enough time set aside to adequately examine your child, discuss your child's condition and treatment options in detail with you. This requires that you arrive on time for your appointment. If you are late for your appointment, we may not be able to accommodate you, and we may need to reschedule your visit. If you think that you will be late for your appointment, please call us as soon as possible, so that we may advise you if your late arrival can be accommodated, or if we will need to reschedule you.

To better serve all our patients, *if you miss 3 consecutive appointments without calling 24 hours prior to the appointment, you may be dismissed from our practice*. Habitual late comers can also be subject to dismissal from our practice.

Add On Sibling Sick Visits

If you have a scheduled sick visit for one child and feel another child in your family needs to be seen, please call ahead so we can review our schedule to make sure the time is available.

Chronic Conditions / Consultations

If your child has a chronic, ongoing situation we may need to schedule a longer, consultation type appointment. Examples: headaches, stomach problems, behavior concerns, new patient with a chronic illness (asthma, diabetes), please inform us at the time you are scheduling the appointment to discuss the situation so we can book the appointment appropriately.

PHONE CALLS

Telephone consultation is a major part of pediatrics. We urge you to call with all concerns and questions. We are also available for telephone consultation during general office hours although, unless urgent, we will usually return your call as time allows during the course of the day so as not to inconvenience and delay the scheduled patients. We receive many calls each day, and we do our best to answer each call as quickly as possible. We take questions regarding appointments, prescription refills, insurance, etc. during normal office hours. No medication refills will be dispensed after hours or by our answering service. *All phone calls are returned within 24-48 hours at the latest.*

Here are some tips to help you save time.

- Tell the front desk briefly what you need, an appointment, an advice, check on test results, etc.
- Any questions that can wait until your child's routine check up please write down and bring with you to the check up appointment.
- To minimize delays in processing your non-urgent calls, avoid our busiest hours, which are early morning and after school. You may experience more difficulty getting through on Monday and after holidays.
- You may be asked if you can wait on hold. If this is not convenient, please tell the receptionist that you will call back later.
- Consider using our website for non urgent advise
 - <http://www.kidsfirstpedraeford.com/for-parents/>

After-hours calls made to our office number will automatically be forwarded to the answering service. Your call will be promptly answered by a *Nurse Advise Line- Care Link*. We advise limiting after-hours calls to true emergencies that cannot wait until the next morning. Our office pays a fee to Care Link for every call triaged by a nurse, and this is a service we pass on to our patients free of charge for true/valid emergencies, *patients who abuse and routinely use this service for non emergency calls, medication refills, etc will be charged for such calls at a ate of \$10 per call.*

Routine Advise

Our staff has been trained to handle many of your questions and will be happy to assist you. They can help you decide if your child needs to be seen in the office or if there is something you might try at home first. If your child is ill please take her/his temperature so we can help you more quickly. Our receptionist will take all of your pertinent information, enter it into our Electronic Health Record and someone from our office will call you back. Our goal is to return messages before the end of the day. Occasionally, during peak periods we may prioritize calls by urgency and return non-urgent calls in 24-48 hours. For example, questions about a camp form may be delayed. We check our messages at least twice a day and will attempt

to return by the end of the day. If you do not receive a return call from us within a reasonable amount of time, please call us back.

After Hours and Emergencies

If you believe you have a life threatening emergency dial 911 or go to the nearest emergency room. When an urgent need arises after our scheduled office hours, you can reach our Advise Line by calling our office **910-848-KIDS (5437)**, you will be connected to Care Link which is a Nurse Triage/Answering Service. Your call will be answered and appropriate recommendations will be made.

REFERRALS AND SPECIAL TESTS/PROCEDURES

We can help you find a specialist and/or an outside testing facility and will work closely with them to care for your child's needs. Our provider will help you decide when a specialist or outside testing is necessary. Depending on the situation you can discuss your needs with our provider when you are in the office, or you may want to call and discuss the situation with us.

It is your responsibility to know if you need a referral and the time requirements. Most insurance cards have the information on the back of the card or a phone number you can call to find out the information. ***Non-urgent referrals are processed within 7-10 working days and emergency referrals are made on a case to case basis.***

MEDICAL RECORDS

New patients should bring copies of their prior medical records for their first visit with our practice. We will enter the data and scan the records into your child's Electronic Health Record and return the paper copies to you.

If your child receives care out of town or after hours from another provider, please bring a copy of the visit, or ask them to mail / fax a copy so we can keep your child's medical record complete.

As we see your child for well checks, we will provide you with an update on your child's immunization records and growth and development data. This record is important to keep at home. From time to time you may need these records when our office is not available. Your child's medical records are maintained with strict adherence to patient confidentiality laws. You may, with a written, signed request, obtain copies of your child's medical records. ***Whether the copy is for you or for another physician, as a courtesy we will forward the records at no charge for the first copy, additional copies will be charged at 50 cent per page*** to cover for printing, supplies and administrative costs. We usually require 10 business days notice to prepare your records. We recommend you pick up your records and take them to your new physician if you are moving.

FORM POLICY

At some point you will likely require a form to be completed for your child. We request that you bring these forms to your child's well visit, and we will be happy to complete them free of charge. ***Forms submitted are completed in 3-5 business days.*** Once completed, we can have the forms available for you to

pick up at the office or we can return the forms to you by mail (with a self addressed stamped envelope) or by fax. We appreciate your patience as we complete your forms.

PRESCRIPTION POLICY

To avoid misdiagnosis and to ensure your child's safety it is office policy not to call in antibiotic prescriptions for patients who have not been recently seen. For patients who do not appear to be responding to prescribed medication and for all routine prescription refills, we request that you call during regular office hours, when charts are available for our review, care is optimized and errors avoided. We urge you to have your pharmacy phone number available at that time. ***We do not call in antibiotics on the phone.*** If your child is sick enough to need an antibiotic, he/she needs to be seen by a physician. We require that your child be current with their WCC appointments to refill medications. ***Please give us at least 24 hr notice for routine medicine refills and 72 hrs for ADD medication refills.*** We are unable to call in prescriptions written during office visits. You will be given a signed prescription to take to your preferred pharmacy. ***No medication refills will be dispensed after hours or by our answering service.***

IMMUNIZATIONS

We require presence of at least one parent/legal guardian when immunizations have to be administered to your child. ***Kids First Pediatrics of Raeford follows the American Academy of Pediatrics guidelines on immunizations.*** If you need a copy of your child's immunization, you can request a copy over the phone after sending us a signed medical records form. Parents who do not wish to immunize their children will be asked to complete a refusal to vaccinate form.

PRIVACY

We follow HIPPA guidelines in protecting your privacy. See Notice of Privacy Practice Policy.

FINANCIAL POLICY

See Financial Policy Form.

Thank you for choosing Kids First Pediatrics of Raeford for your child's healthcare needs.