



KidsWatch Pediatrics and Urgent Care Office

Policies and Procedures

This document outlines the office policies and procedures for KidsWatch Pediatrics and Urgent Care. Please read it carefully and ask us if you have any questions. Our goal is to provide the best possible care for your child, and these policies help us achieve that.

I. Appointments:

- **Scheduling:** Appointments can be scheduled by phone, through SOLV (if available), or in person. We encourage scheduling well in advance for routine check-ups and well-child visits.
- **Appointment Confirmation:** We may send appointment reminders via phone, text, or email. Please ensure we have your preferred contact information.
- **Cancellations/Rescheduling:** If you need to cancel or reschedule an appointment, please notify us at least 24 hours in advance. This allows us to offer that¹ appointment slot to another patient. A fee may be charged for missed appointments or late cancellations.
- **Late Arrivals:** We will do our best to accommodate late arrivals, but depending on the schedule, you may be asked to reschedule. Consistent late arrivals may result in difficulty scheduling future appointments.
- **Urgent Care:** For urgent medical needs, we offer same-day appointments whenever possible. Please call us to discuss your child's condition, and our staff will advise you on the best course of action. In cases of life-threatening emergencies, please call 911 or proceed directly to the nearest emergency room.

II. Patient Check-In/Check-Out:

- **Check-In:** Upon arrival, please check in at the front desk. You will be asked to provide your insurance card, photo ID, and any necessary paperwork. Please inform us of any changes to your address, phone number, or insurance information.
- **Co-pays/Payments:** Co-pays are due at the time of service. We accept cash, checks, and major credit cards. Please see our Financial Responsibility Policy for more information about billing and payment procedures.
- **Check-Out:** After your child's appointment, please check out at the front desk. You can schedule follow-up appointments, request referrals, and ask any remaining questions.

III. Communication:

- **Phone Calls:** Our staff will make every effort to return your phone calls promptly. For non-urgent medical questions, please call during regular business hours.
- **Patient Portal:** Our online patient portal (if available) allows you to communicate with our staff, request prescription refills, access your child's medical records, and more. Please ask

our staff for assistance with setting up your portal account.

- **Email:** We may use email to communicate with you about appointment reminders, billing information, and other non-urgent matters. Please ensure we have your current email address on file.
- **Test Results:** We will notify you of your child's test results as soon as they are available. This may be done by phone, through the patient portal, or by mail.

IV. Medical Records:

- **Release of Information:** We will not release your child's medical records to anyone without your written consent, except as required by law.
- **Requesting Records:** If you need a copy of your child's medical records, please submit a written request to our medical records department. A fee may be charged for copying records.

V. Prescription Refills:

- **Routine Refills:** For routine prescription refills, please contact our office during regular business hours or request a refill through the patient portal (if available). Please allow 24-48 hours for refill requests to be processed.
- **Controlled Substances:** Refills for controlled substances may require a separate appointment.

VI. Privacy (HIPAA):

- We are committed to protecting the privacy and confidentiality of your child's medical information. We comply with all applicable privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA). Please see our Notice of Privacy Practices for more information.²

VII. Behavior Policy:

We strive to maintain a safe and respectful environment for all patients, families, and staff. Disruptive or disrespectful behavior will not be tolerated and may result in the termination of the patient-physician relationship.

VIII. Changes to this Policy:

KidsWatch Pediatrics and Urgent Care reserves the right to modify this Office Policies and Procedures document at any time. Any changes will be posted in our office and on our website.

By signing the patient registration form, you acknowledge that you have read and understand these Office Policies and Procedures and agree to be bound by their terms.

(Signature Line for Parent/Legal Guardian)

Printed Name: _____

Date: _____