



To Our Pediatric Associates' Parents & Patients,

**EFFECTIVE JANUARY 1, 2013**

Pediatric Associates always strives to provide the highest quality care for your child and to maintain same day access for sick children. We are also listening to your concerns about the length of time you wait to see the doctor.

While there is no easy way to see children the day they are sick and also maintain a strict scheduling policy, we are committed to improving your experience in our office. We have begun working with professional wait time consultants in order to improve our ability to see you as close to your appointment time as possible. To successfully do this we need your help with the following policies:

- **NEW Walk-in Policy:** We are asking that patients no longer walk-in without an appointment. Walk-ins lead to increased wait times for scheduled patients. If you arrive without an appointment, we will schedule your child for the next available appointment time.  
*Please Note:* Scheduling your child for the next available appointment time may require us to ask you to return later the same day or refer you to another location. To avoid having to return later, please call our office or go to our website to make an appointment at [www.pediatricassociates.com](http://www.pediatricassociates.com) prior to coming in.
- **First Available:** In case your provider is running behind, we will offer you the opportunity to be seen by a provider other than the one you are scheduled with - this is called "First Available". If you agree to be seen by the first available doctor, you are agreeing to see another provider *if* they are available sooner. If there isn't a provider who is able to see you sooner, we will keep you with your scheduled provider. Please let us know if you are willing to see First Available.
- **Late or Early Arrivals:** We ask that you arrive for your appointment on time. Late and early arrivals increase wait times for other patients. If you arrive more than 30 minutes late for a well exam your appointment may need to be rescheduled. If you arrive more than 15 minutes early for your appointment, you may wait in our waiting area, however you will be asked to check back in with the front office staff closer to your appointment time.
- **Cancellation of Appointments:** If you are unable to keep your scheduled appointment we ask that you go to our website at [www.pediatricassociates.com](http://www.pediatricassociates.com) anytime of day or call our office during regular business hours to cancel and reschedule. Cancelling your appointment in advance will allow us to make better use of our available appointments for those patients in need of medical care.

We thank you for your feedback and we hope you understand that these new policies are intended to help us complete your visit in a timely manner. You and your child are an important part of the healthcare team, so calling our office to schedule your appointment and cooperating with the policies above, will help us continue to improve on the timeliness of our care.

Sincerely,

*The Providers and Staff of Pediatric Associates*