



## OFFICE POLICIES

**Age Limitation:** Medical Care will be provided to your child from newborn to age 21 years.

**Demographic Changes:** Please notify our staff immediately if your address, telephone number or email address has changed.

**At every medical visit:** Your child should always be accompanied by a parent, legal guardian or an authorized person whose name is in your child's medical records.

**Telephone calls:** Please leave a detailed message with our receptionist so that our Medical Assistant or pediatrician can call you back before the end of the business day.

**Medical Paperwork to be completed by medical provider:** Please return to the medical office for your child's paperwork after 48 hours of submission.

**Shot/Vaccine Record:** Updated shot records and the appropriate VIS forms will be given to you when your child receives any vaccine. Vaccine records will not be faxed. Please complete medical release form at the time of request.

**Food and Beverages:** In keeping with OSHA compliance, we discourage food and beverages in the office.

**Cell Phones:** We encourage you to silence cell phones during your visit to our office.

**School and Work excuses:** These will be given at the time of each medical visit upon request. They will not be back dated.

**Constant Supervision of Patients:** We encourage all parents/guardian to be vigilant with supervising their child during the course of medical visit

**ADHD/ADD Medication Refills:** Your child will have to be re-evaluated every other month once he or she is stable on a particular ADHD medication.

**Insurance Information:** Incorrect insurance information given will automatically mean you are responsible for the full payment of the visit.

### Referrals

You must receive referral to specialists *before* your appointment. No retroactive referrals will be given.