



### **General Policies**

In order to keep our office sanitary, please do not bring food or drinks into our office (aside from water or infant formula). Friends or relatives who arrive with you will be asked to stay in the reception area when your child is being seen by the doctor. Please turn off your cell phone while in the exam rooms. To respect the privacy of our staff, please do not take pictures or video recordings without permission.

### **Appointment Policies**

Our office sees patients by appointment only as walk-ins cause unfair delays to our scheduled patients. We make every effort to stay on schedule and in turn ask you to arrive on time for your appointments. If you are running late, please contact us at least 15 minutes before your appointment time. Late arrivals may be asked to reschedule for another available time or day when necessary. Appointments are made during business hours only.

### **Cancellations and Missed Appointments**

Please give us at least 24 hours notice if you need to cancel or reschedule your appointment so that we may offer that time to another patient. A missed appointment fee will be billed directly to the parent or guardian if 24 hours notice is not provided.

### **Sibling Appointments**

We reserve individual time for each child, which prohibits us from “squeezing in” a sibling of a scheduled patient. If you would like to add an additional child to your appointment, please call our office to schedule a time for them. All children scheduled are expected to arrive for their appointments. Scheduled siblings who do not arrive will be assessed a missed appointment fee.

### **Phone Calls**

We do our best to answer calls as quickly as possible. Calls for appointments or simple medical questions are usually returned within 15 minutes. Questions regarding newborns, medication advice or complicated illness require the doctor’s expertise and will usually be returned before lunch or at the end of the day. Please restrict after-hours calls for urgent questions only.

### **Health Forms**

A physical exam within the last year is required before we can complete any school, camp, college, medication or therapy forms. Please give at least 48 hours for completion. Multiple or lengthy forms may require additional time to complete.

### **Prescriptions**

We do not prescribe medication over the phone. If you feel your child may need medication, please call us during office hours to request an appointment. Refills are given during office hours only. If your child takes daily medication or asthma controllers, please request refills at least 5 days prior to their last dose being taken or when you fill their last remaining refill on file.

### **Transfers**

If you wish to transfer out of Palatine Pediatrics, please understand that by doing so you are agreeing to seek medical care elsewhere. Once a patient has transferred from Palatine Pediatrics, we will no longer be available to see your child. A signed authorization is required before any records can be released and fees may apply.



**Age Limits**

We see children until the age of 18 or when they have graduated from high school. Patients who become pregnant before the age of 18 are no longer considered “pediatric” patients and will be referred to an internal medicine practice.

**Parental Consent:**

I have read, understand, and agree to comply with Palatine Pediatrics’ Office Policies.

Printed Name of Parent/Guardian’s: \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_