

Town Center Pediatrics

Office Policy and Procedures

APPOINTMENT SCHEDULING

All of our appointments are scheduled visits. If you feel that your child is sick and needs to be seen that day, please call our office in the morning, we reserve our after school appointments for our well child visits. In fairness to all our patients, do not walk in without an appointment, walk-ins disrupt the flow of patients and care. We often have parents ask to take a “quick peek” at another child during a visit. Even a quick peek takes time, if you would like another child seen please call ahead to make an appointment, otherwise your child will be treated as a walk in and will be scheduled at the next available time slot.

MEDICAL RECORD RELEASE

We will be happy to forward a copy of the medical record(s) you have requested. However, to release any medical information that originated from the physician(s) at Town Center Pediatrics, we must have a signed authorization from the parent or guardian, or patient if 18+. In addition, we will ONLY provide documentation of services rendered at our practice. Any information provided to our practice from a previous provider or facility will not be included. The record release policy for Town Center Pediatrics requires that a separate authorization form be completed for each medical record transfer request.

OFFICE HOURS

Monday –Friday 8:30 a.m. to 5 p.m. closed daily from 12-1:30

After Hours, Saturday, Sunday and Holidays – One of our providers is on call at all times for **urgent** problems, you can reach the provider on call by calling our regular office number. All non-urgent calls including prescription refills should be delayed until the office is open during normal business hours. We are closed on the following days

- New Year’s Day
- Martin Luther King Day
- Presidents Day
- Patriots Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving and the day after
- Christmas Day and the day after

PRESCRIPTION REFILL

Prescription refills are handled during regular business hours, and require 24 hour notice for routine medications and 3 days for controlled substances (ADD meds). This allows adequate time for the provider to review the refill request. If your insurance company requires an authorization, this can take up to 3 business days after we have submitted the request.

Please plan accordingly so that your child does not run out of medication. We understand that all parents are busy; however we endeavor to provide your child with optimum medical care and hope that you will continue to work with us in a team approach to ensure your child's well-being.

TELEPHONE CALLS

The nurses are advised by the physicians and are available to you on the phone during normal business hours. They can assist you in deciding whether or not your child needs to be seen, address basic medical questions, and help you with advice for when care and observation at home is the appropriate treatment.

Our goal is return messages within one to two hours. Occasionally during peak periods, we may prioritize calls by urgency, and return non urgent calls (a feeding question, potty training) by the end of the day or the next business day. If you do not receive a call back from us within a reasonable amount of time, please call us back. The nurses do not advise on complicated issues, these are directed to the physician.

VACCINE POLICY

At Town Center Pediatrics, we firmly believe that all children and young adults should receive all of the recommended vaccines according to the schedule published by the Center for Disease Control and the Academy of Pediatrics. As health care providers we believe that vaccinating children and young adults may be the single most important health promoting intervention we perform as health care providers, and that you can perform as parents/caregivers.

We recognize that there has always been and will likely be controversy surrounding vaccination. Occasionally, we are asked to withhold routine vaccines or give vaccines on an "alternative" schedule. There is no alternative immunization schedule recommended by the CDC or the American Academy of Pediatrics; therefore, we do not recommend any "alternative" schedule of immunization.

Our experience with patients and families tells us that if you are completely opposed to routine immunization or significantly disagree with our policy of routine immunization, you as parents and we as physicians may find it difficult to have a beneficial physician-patient/family relationship. In such circumstances, you may feel that your child (ren) might be better served by another provider. However, we would be happy to discuss your concerns about immunization, doing everything we can to convince you that vaccinating according to schedule is the right thing to do. An additional concern of ours is the risk posed to our other patients, to our staff and ourselves, and to the community in general by parents who chose to not vaccinate their children.