



## The Kidz Care Klinik

Welcome to *The Kidz Care Klinik*! It is our commitment to make your experience here as pleasant as possible. To best serve you, we have come up with some ways for you to help us help you.

- Please check in via curbside text message. The text messages usually send out **20 minutes** prior to your appointment time. If you do not receive a text, please call the office or come inside to the reception desk to let us know you have arrived.
- If your child has a questionable rash, please remain in the vehicle.
- Please have insurance information available to expedite your check in process. **INSURANCE CARDS MUST BE PRESENTED AT EVERY VISIT.**
- If you are greater than **15 minutes** late for your appointment time, you are considered late and will be seen when time permits or rescheduled for a later date.
- Payments are due at the time a specific service is rendered unless payment arrangements have already been made.
- We accept payments via cash, both MasterCard and Visa cards, and ApplePay. We **DO NOT** accept checks in office.
- If there are any remaining balances on the patient's account (or any siblings of the patient), at least **HALF** of that balance must be paid before proceeding to the back for services.
- We strongly recommend making an appointment to ensure that your wait is not any longer than necessary. We do **NOT** accept walk ins, but same day appointments can be made if the schedule permits.
- We ask that if your child has not been seen in over a year then you update his/her file by completing *The Kidz Care Klinik Information Update Form*.
- Many times, parents have various questions to ask but forget once they are in office. Parents are encouraged to make a list of any questions and concerns to help them remember everything.
- Many parents are unable to attend their children's appointments due to busy schedules. If someone else is accompanying your child at his/her visit, it is asked that you provide that person with a history of the child's illness and any concerns that you may have to ensure that we cover everything.
- Teenagers are encouraged to be present at the doctor's office with a parent. If your teen is evaluated and treated without your knowledge, the teen will be counseled to include you in all treatment planning.
- Due to confidentiality reasons, we **CANNOT** give patient information over the telephone.
- Cellular telephones are not permitted once you have been called back in the examination room.
- Snacks and contained fluids are permitted for the children.
- In the event of a dirty diaper, please inform the nurse, medical assistant, or receptionist so that it may be disposed of. **PLEASE DO NOT PLACE SOILED DIAPERS IN THE GARBAGE CAN IN THE EXAM ROOM.**
- Any forms needed (such as WIC, physical, etc) should be requested while the nurse is in triaging. *Please allow 24 hours for 121 forms that include immunizations given at the current visit.*

- When calling and requesting a form (WIC, physical, 121, etc.), please allow 24 hours for these documents to be ready.
- We *strongly* encourage the use of the Patient Portal for any of your needs. This includes but is not limited to the following: accessing forms (WIC, physical, 121, etc.), requesting prescription refills, and requesting appointments.
- After seeing the doctor and receiving all necessary lab work and/or treatments, you may precede to the check out window.
- Excuses can be administered by the receptionist.
- Calls during the office hours will be triaged by the nurse. The nurse will return your call after respective clinic times (i.e. morning or afternoon clinic). All urgent calls will be answered by the nurse who will consult with the physician if necessary.
- For any AFTER HOURS CALLS, there will be a **\$10 charge**.
- If requesting your medical records to be sent to another clinic, please sign the medical record release form at the clinic for which your child will be going to. Please allow a minimum of **48 hours** for medical records to be packaged and sent to the appropriate destination **AFTER** the request form has been received. The Kidz Care Klinik will **MAIL** the medical records to the requesting clinic. We do **NOT** fax medical records.
- For patients that may be wanting a copy of their medical records or lawyers needing records for cases, there will be a charge of \$100.

Thank you,

*The Kidz Care Klinik*

*"We put your kids above the stars."*