



## **Procedures for Routine and Urgent Care Appointments**

Patients are seen by the physician by appointment. Appointments are made for all new patients, rechecks, and return follow-up and complete physical exams. All physicians' schedules contain a certain number of same day appointments to accommodate those patients who have acute or urgent matters that need more immediate attention. Same day appointments are interspersed among others in the physician's schedule. The same criteria apply whether the appointment request is from the patient, family member, or someone else calling on the patient's behalf. Great care is given when determining the necessary number of same day appointments in a physician's schedule on any given day.

"Walk In" established patients are informed that they will have to be scheduled for an appointment, unless it is emergent.

Appointments are scheduled according to need (major complaints) and type of service (new, recheck, procedure) by the practice staff.

- A. The employee making the appointment should request and document in the appointment scheduler the following:
  1. Patient name
  2. Reason for appointment (complaint and/or symptoms)
  3. Type of appointment needed (new patient, immunizations, physical, sick, recheck, surgical procedure).
  4. Verifies type of insurance coverage or self-pay.
    - a. If self-pay, advise patient that payment is due at time of service.
    - b. If there is a delinquent amount on the account, patient is advised of balance.
    - c. If private insurance, they are reminded to bring insurance card and any copy or deductible due at the time of service.
- B. Appointments can be made over the phone, prior to the visit, in person, or at check-out time.
- C. All patient visits are to be documented in the appointment scheduler including walk-ins, cancellations or no-shows.
- D. When a follow-up appointment is made, the employee should provide the patient with a paper that states the time and date of return appointment.
- E. Appointments made for the triage service (i.e. Weight checks, immunizations) should not interfere with physician appointment scheduling.
- F. Before, After Hours and Weekends open appointments are left available for after-hours triage nurse. After hour appointments may also be used based on parents preference.
- G. Office Hours for Northern Pediatrics are as follows:

Monday thru Thursday	7 am to 8 pm
Friday	7 am to 5 pm
Saturday's	9 am to 1pm

  - I Appointments after 5 pm and on Saturdays there is an additional charge of \$ 40.00 for after hours. If your insurance does not pay then you may receive a bill.