

Terrace Pediatric Group Appointment Policy

It is our intention to provide your children the best care possible at all times and to accommodate as many requests as is realistic and feasible. It is within this context that we ask you to take a few moments to review policies that affect the way services are provided.

In the Office

- **Arrive early.** Please remember that all insurance requires that your insurance data be updated prior to each encounter. This usually takes a few minutes. If this is not done, your insurance may deny your claim. We do not want time spent on administrative requirements to limit your time with the doctor.
- **Schedule an appointment by calling 615-327-9371 ext 106.** It is always better to have an appointment. Walk-in patients are discouraged and will experience longer waiting time than those with appointments. They will be offered the first available appointments
- **Schedule same-day appointments for ill visits.** Appointments are used on a first-available appointment basis.
- **Patients who arrive on time are seen at their appointment time.** Patients who have arrived on time will be seen ahead of those who arrive late. If you arrive late, we may need to abbreviate or reschedule your child's visit.
- **Call ahead if you are late or unable to make your appointment time.** We will do all that we can to accommodate your child's appointment and to minimize the need to reschedule your appointment.
- **No shows/cancellations.** We reserve the right to charge a fee of \$25 for all missed appointments and appointments not canceled with a 24-hour notice. These fees will be billed directly to the patient/responsible party. They must be paid prior to the next appointment. Multiple infractions in any 12 month period may result in dismissal from our practice.
- **Late arrivals (>15 minutes after scheduled appointment) will be offered the next available appointment.** While we will do all that is possible to accommodate requests, the first-available appointment may *or may not* be on the day the appointment was missed.
- **Appointments for additional children should be made by phone prior to coming to the office.** If you would like another child to be seen, please schedule appointments for *both* children *by phone* prior to coming to the office.
- **Turn off cell phones in the office and examination rooms.**
- **No food or drink is allowed in the patient care area.**

After-hours Call Service

- **Please limit after-hour calls to urgent issues and emergencies.** For refills, appointment requests, and other nonurgent matters, please call the office during regular hours.. Please also do the following when using this service:
 - When leaving a message, please speak slowly.
 - Be sure to leave a callback number.
 - Disable your call block feature.
 - Follow the doctor's instructions.

We are here to provide the *best* care we can to your children should the need arise. As always, we welcome the opportunity to care for your children and appreciate your trust in the services we provide.