

RAINBOW KIDS CLINIC

APPOINTMENTS

Due to HIPAA requirements, we are required to have each patient accompanied by a parent or legal guardian unless the parent has listed any other individual on initial paperwork. If your child is accompanied by a listed person from paperwork, he or she must present picture ID.

- **Scheduling:** You can schedule appointments by calling our office or submitting a request on our website along with the date and time that works best for you. However, online scheduling is only for Well checks, urgent appointments we ask that you please call our office directly.
- **Rescheduling and Cancellations:** In order to reschedule or cancel an appointment, please do so at least 4 hours before appointment time. We want to give all patients an opportunity to make an appointment if needed. If you are more than **10** minutes late for an appointment it may have to be rescheduled (exceptions may be made for sick children on a case by case basis).
- **No Shows:** If you fail to show for an appointment that has been scheduled, it is considered a NO SHOW. Our office does not tolerate NO SHOW'S. After 3 NO SHOW'S, you may be terminated from our office.
- **Well Checkups and Physicals:** All patients scheduled for a physical/well checkup should have a parent or legal guardian accompany the child so that the doctor or nurse practitioner can give your child the best possible care. We can only see **two siblings** at one given appointment time a day for well checkups/physicals.

Patients in Waiting Room and Exam Rooms

Parents must watch their children in the waiting area. Please do not allow children to run or climb on the furniture. Children cannot be left alone in the waiting area or examination rooms. Children must also be kept off the rolling stool in the exam rooms. Children are not to be left unattended on the exam tables. Due to HIPAA requirements, we cannot allow parents and patients to walk outside the exam rooms prior to the doctor or nurse practitioner entering the room. Please remain in the exam room until the doctor or nurse practitioner has completed the examination of your child.

Cell Phone Usage

Once the nurse calls your child back please turn off your cell phones. Talking on cell phones can be distracting to the nurses and doctor trying to treat your child, this includes front desk staff also.

Food in Our Office

Please do not eat or bring food into our office. Because this is a pediatric office, we understand that our little ones may need to bring a sippie cup, bottle or dry snacks, however we ask that you clean up after them.

Requests for Prescription refills or forms

Requests for refills, forms for school, daycare or WIC can be submitted by telephone or on our website. Please allow 24-48 hours to complete.

Messages for your PCP

Messages can be submitted on our website or by calling our office directly. All telephone calls or messages of non-emergency will be answered by the end of the business day. If the matter is urgent **PLEASE CALL OUR OFFICE IMMEDIATELY!**

Vaccine Policy

Rainbow Kids Clinic requires that all patients be vaccinated. A copy of our vaccine policy is available upon request.

By signing these policy statements, I acknowledge that I have read all policies and practices of Rainbow Kids Clinic and agree to follow according to above policies.

Signature: _____ Date: _____