

## **Sun City Kidz Clinic, PA**

### **General Office Policies**

- We see patients from Birth to 18 years of age.
- We will gladly see your children in the following hospitals: El Paso Children's Hospital, Providence Memorial Hospital, Sierra Medical Center and Las Palmas Hospital.
- **Please arrive 15 minutes before your appointment time** to allow for insurance verification and appropriate paper work.
- If you are more than 15 minutes late for your appointment, you might be asked to reschedule or be seen as a walk-in appointment. The first available appointment may or may-not be on the day the appointment was missed.
- As a courtesy please provide a 24 hour notice for cancelled appointment. **After failing to appear for three appointments without calling to cancel, we will no longer be able to see your child in this clinic.**
- Please bring your child's insurance card and shot record to every visit. If your insurance requires a co-pay it will be due at the time of service.
- To make for shorter wait times, please call to make an appointment before bringing your child to the clinic. Same day appointments for illnesses and injuries are usually available.
- Walk-in patients are offered the first available appointment.
- Appointments for additional children should be made by phone prior to coming to the office.
- For prescription refills, call during office hours. Allow at least 48 hours for any prescription refill.
- Please turn off cell phones in exam rooms. No food allowed in exam rooms.
- If you are sending your child with a grandparent or other family member please be sure you have filled out a consent form. If you have signed an advance consent to treat form, we may see your child in the event of an illness or injury when you are unable to accompany them to the office.
- Only a legal guardian may sign for immunizations, unless specific, written authorization is given to another individual to sign these consents.
- **Due to a need to protect our patients and staff, we will no longer accept NEW patients who choose not to be vaccinated.**