

KIM AND CALVERT PEDIATRICS
POLICIES AND PROCEDURES

HOURS: The phones open Monday thru Saturday at 9:00 am
Monday: Appts start @ 9:00 am
T, Th & Fri: Appts start @ 10:00 am
Wednesday: Appts start @ 11:00 am
Saturday: Appts start @ 9:00 am
Sunday: We are closed

SICK APPOINTMENTS:

We save appointments each day for our *sick* kids!

When booking a sick visit please be aware of a few rules:

1. Each appointment is given out in time order.
2. We only book for the current day.
3. You are given the next available appointment with the next available Doctor when you call us. If you need an appointment in the later afternoon or after work, please call later in the day.

WELLNESS APPOINTMENTS:

We require our patients to be seen every year for a *wellness* exam. These appointments need to be scheduled in advance and can be scheduled with the doctor of your choosing.

Kids that are going in to Kindergarten, 6th Grade or High School will require an exam done within 6 months of starting school.

NO SHOW/LATE CANCELLATION POLICY:

If you do not show up for an appointment or cancel with less than a 2-hour notice there is a fee of \$50.00. We understand that emergencies do arise so please call us as soon as possible to let us know.

PHONE CALLS: Please feel free to call our office at any time to speak with our doctors. Our Doctors are happy to answer any questions or discuss any concerns that you may have during our regularly scheduled day.

You might have a little bit of a wait on the line because they do take the phone calls in between other patient's appointments. We ask that you please have patience with us because they want to take their time with each appointment and phone call.

If they are not available when you call we will call you back that same day when they come in or when they do not have other calls on hold.

After hours the answering service is available to page the on-call doctor for any emergency situations by calling our main number 708-448-2438.

INSURANCE:

- We ask for your insurance card every time you come in.
- You need to add your newborn child to your insurance as soon possible.
- Your copay is due on the day of your visit.

PAYMENTS:

We would like balances paid in full each month by the 25th. We understand that this may not always be possible. We do offer a payment plan option for larger balances or hardship situations. Please contact our billing department to discuss the options that are available.

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DATE _____

I, _____, the parent/guardian of, _____, have read the policies and procedures for the office of Kim and Calvert Pediatrics.

SIGNATURE: _____

WITNESS: _____