



# WELCOME TO MERIDIAN PEDIATRICS!

Our goal is to provide the highest quality of care for your children. We want you to become familiar with some of our practice policies to assure your general understanding of how we run our office. Our staff is always available to answer your questions.

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- Office hours are Monday through Friday, 8:00 a.m. - 5:00 p.m. Our phones turn over for the day at 4:30 p.m. and are forwarded to "Call St. Luke's" where they have triage nurses on hand to answer your questions.
  - A parent/legal guardian must accompany any patient under the age of 18 for all appointments. If you are going to have a relative or friend bring in your child we will need consent from the parent or legal guardian. Please notify our staff if this is the case.
  - Most of the time, you can schedule a sick appointment on the same day your child is ill. When your child is ill, it is best to call early in the day if possible. We do our best to get you in with your physician whenever possible. If your physician has a full schedule or is out of the office, we will offer you another provider.
  - Meridian Pediatrics is by appointment only. We do not take walk-ins. We do work in emergencies after nurse triage.
  - We can schedule a maximum of 2 children per family, per well child appointment. The exception to this would be triplets. Our physicians would like you to see your primary care doctor for your well child appointments, unlike sick visits when you can see other providers. Well child appointments need to be seen in this order: at 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 2 years, 3 years, 4 to 5 years, then yearly after that. There is no maximum for sick visits.
  - We do ask if you are bringing in a child for a sick visit and are wanting a sibling seen too, please let the receptionist know before the nurse takes you back to the room. This helps us prepare your chart ahead of time. If at all possible, we would request you schedule all children for an appointment at the time you call. This helps the physician stay on schedule.
  - We do offer nurse appointments for vaccination only appointments such as getting a flu shot. We limit those to five appointments in the morning and five in the afternoon. Our nurses give shots only. They cannot check ears, look at rashes, etc. If you have concerns other than receiving vaccinations, please schedule an appointment with your physician.
  - Yearly well child checkups, sports physicals and well baby checkups should be scheduled at least six weeks in advance.
  - We electronically send our prescriptions to the pharmacy with the exception of controlled substances. Please allow 30 minutes before picking up electronically prescribed prescriptions. Controlled prescriptions will need to be picked up in our office with a valid ID.
  - If you show up more than ten minutes late to your appointment, we will have to reschedule your appointment. We ask that you give a 24 hour notice if you must cancel or reschedule an appointment. Our policy is that if you "no-show" three or more appointments, you will be asked to find another practice to care for your children.
  - As a courtesy, we will call 24 hours in advance as a reminder of a scheduled appointment. Meridian Pediatrics utilizes the following to confirm your appointment: staff member calls to remind you, e-mail or text. E-mail and text are voluntary services. If you would like more information on opting in to these services, please talk with a receptionist for more information.



- Please keep us informed of any changes in your contact information.
- We ask that all new and established patients bring in a current immunization record and pertinent health information to each scheduled appointment. We do have a medical records clerk to assist you in getting these records. All medical records will require a release of information signed by the parent or guardian before being released. There is no charge for medical records copied by Meridian Pediatrics.
- Meridian Pediatrics receives a high volume of phone calls especially first thing in the morning. For routine questions, we recommend calling between 10:30 a.m. and 2:30 p.m.
- Our phone system is designed to route you to the correct person. Please listen to all prompts before making a selection. We do have Pediatric RN/LPNs on staff to answer your questions. If you are not sure whether to bring your child in or need advice, please talk to our triage nurse. The triage line is a live cue and calls are answered in the order they are received. If we are having a high volume of calls then your wait time will be longer than usual. If you do not want to wait for a nurse and it is not an emergency, ask the receptionist to transfer you to the nurse message line to leave a message. Someone will get back to you before the end of the day.
- You do not need to speak to a nurse in order to schedule an illness visit. Occasionally, when there are limited appointments available, the triage nurse will determine if your child needs to be seen the same day or can wait until the next day. This is to ensure that those children who need to be seen the same day will be given priority. In some instances your child may be referred to urgent care or ER to be seen if our schedule is full or if the child's symptoms need to be evaluated urgently and we cannot accommodate. This is rare.
- Co-pays are collected when services are rendered. We accept Visa, MasterCard, Discover and debit cards in addition to cash, check or money orders. There will be a \$25 charge for all returned checks.
- Any questions regarding patient statements should be directed to our Billing office at 338-5437 ext. 132. Our billing clerk is out of the office on Wednesday. If you need to make a payment, our receptionist can do that for you. We ask that you pay your balance in a timely fashion. If you are having financial hardship we do offer payment plans to suit your needs. Please call the billing office to make arrangements.
- We have a website at [www.meridianpediatrics.com](http://www.meridianpediatrics.com) where you can view upcoming events and print office forms. We encourage you to like us on facebook as well. You can view upcoming events and even request an appointment.

Once again, welcome to Meridian Pediatrics and thank you for choosing our facility for your healthcare needs!

