



Office Policy

Our goal is to provide and maintain a good physician-patient relationship. Letting you know in advance of our office policy allows for good flow of communication and enables us to achieve our goal. Please read this carefully and if you have any questions, please do not hesitate to ask a member of our staff.

For All Visits

Please do not forget to:

- Schedule an appointment
- Bring a current immunization record
- Bring all relevant medical information (i.e. discharge paperwork for newborns, ER & hospital visits)
- Bring current insurance information
- Ensure the doctor listed as your Primary Care Provider (PCP) for HMO, Medicaid, or CHIP is a Northeast Pediatric Associates, P.A. provider.
- Be on time and come early if your insurance or demographic information has changed.

Initial Visits

The first time you visit Northeast Pediatric Associates, P.A.; there are some forms you must fill out prior to being seen. To make the process of filling out forms as painless as possible, we have put all our new patient forms on our website. If you have internet access, please download and print the forms off our website or request them via email so you can fill out the paperwork in the comfort of your own home. If you do not have access to the internet, we can fax or mail paperwork to you. If you are unable to fill out the new patient forms before you arrive at our office, please come thirty minutes prior to your appointment so that you will have ample time to complete the forms. This will also allow us some time to triage the patient.

While we exert every effort to accommodate our patient population, our practice reserves the right to not reschedule new patient appointments that were either missed as no-call/no-show or less than 24 hour cancelation. Prior approval from management is required for rescheduling new patients as exception to policy applies.

Newborn Visits

Please schedule an appointment for a newborn follow-up within 2-5 days after discharge.

If your newborn was discharge from the hospital with special follow-up instructions from the doctor, please call us and schedule your appointment accordingly.

Appointment slots are always reserved for newborn follow-up.

Well Visits

For well child care, such as immunizations and check-ups, please make an appointment as early as possible (at least two to four weeks prior to the requested date). Demand may vary throughout the year so we encourage you to call as early as possible to schedule a well visit.

- Prior to making an appointment for annual physical, check with your insurance company whether the visit will be covered as a well exam. Not all plans cover annual healthy physicals or hearing and vision screenings. It is your responsibility to know your benefit plan.

Please arrive at least 15 minutes prior to your appointment time so that any required paperwork (i.e. change of address or telephone number) can be handled before your scheduled time.

Sick Visits

Please contact our office for an appointment as soon as you think you might need to be seen. If you need help determining whether your child needs to be seen, please call early in the day so that we can guide you through the decision making process. We will see sick children the same day you call depending on availability or within 24-48 hours from the day you call. Please understand if there is a wait time in the office for these visits.

Office Policy on Tardiness and Rescheduling

Northeast Pediatric Associates, P.A. endeavors to provide timely and convenient service. Patients who come late, unprepared, or without an appointment, inconvenience those patients who are on time, prepared, and call in advance to schedule an appointment time. If you have an appointment and you cannot make it, please contact us to either cancel or reschedule your appointment. If you know you will be at least 15 minutes late for your scheduled appointment, please call us and let us know. This will enable us to see patients as timely as possible.

In order to protect your time, patients who:

- have missed their appointment by being more than 15 minutes late,
- have come unprepared for their visit (i.e. the primary care provider listed has not been changed to a Northeast Pediatric Associates, P.A. provider),
- or have dropped in for an office visit without an appointment

will have the option to either reschedule their appointment or wait until the next available appointment. We will always do our very best to ensure that your child is seen as soon as possible.

Referrals

Advance notice is needed for all non-emergent referrals. Processing of referrals may take up to up to 7 business days. It is your responsibility to know if a selected specialist is a participating provider for your insurance plan. Your primary care provider must approve referrals before being issued.

**** If you have any questions, please do not hesitate to contact our office. ****