

ESTABLISHMENT AS OUR PATIENT

We have over one thousand families who bring their children to us, and we are responsible for providing 24-hour-per-day, 365-day-per-year medical coverage for thousands of children. We obviously have to establish priorities in how we see patients. Emergencies in established patients take top priority, followed by patients with scheduled appointments, followed by work-in patients.

To provide quality care, we try to spend adequate time on the first visit (usually 30 to 60 minutes) getting a complete history, doing a complete physical exam, and recording the information for future reference. This practice being completed on the first visit prevents a lot of problems from “falling through the cracks” allowing us to provide better care for your children. Unfortunately, it also makes getting established more difficult and time consuming.

We do not want to sacrifice quality for quantity, so we will be fairly rigid in our policy of not providing care for children who have not yet had that first new patient visit at a pre-appointed time. Each child must be seen as a new patient before we can be considered that child’s physician(s) regardless of whether or not records have been sent, siblings have been seen, etc. Your assistance in this will help us provide your children the best medical care.