



## Neighborhood Pediatrics Policies

### Hours:

Dr. Lucas: Monday thru Friday 12PM-5PM

Dr. McConnell: Monday, Wednesday and Friday 7:30AM-3:30PM

### After Hours:

Please call the regular office phone number after clinic hours and the answering service will connect you with the physician. Please call with any urgent questions that can not wait until the next business day and prior to going to the ER or Urgent Care.

### Appointments:

Please arrive a few minutes early to fill out any paperwork and update personal or insurance information. Patients that arrive fifteen (15) minutes after their scheduled appointment time will be asked to reschedule for the same day if ill or another day for well visits. This allows us to not get behind and allows other patients to be seen on time. When calling for an appointment, please indicate to the secretary if you think you will need additional time with the doctor.

Emergencies will be given first priority, followed by scheduled patients and then non emergent walk in patients. We do try to stay on time, but please understand that sometimes a patient may need extra time than what was allotted.

Once you have entered the waiting room, please keep your child in the appropriate area, the well area for well children and the sick area for not well children. This will help keep our well children well.

If you need to bring your other children to an appointment, please consider bringing extra help so you can focus on what is going on at the visit and ask any questions that you may have.

If you miss an appointment without notifying the office, you may be charged a missed appointment fee of \$20.00, not payable by insurance. If you miss three (3) appointments without notifying the office, you may be asked to find a new physician and practice for your family.

### Refills:

For non ADHD medications, please request a refill through your pharmacy, they will then contact the office. Please allow 48 hours after calling in for a refill for it to be ready for pick up. We need to pull the patient's record and verify the prescription for accuracy.

### Questions:

Not all questions or concerns need an office visit. Please feel free to call the office to discuss any questions that you may have. It may be answered over the phone or you may need to bring your child in. When you call, you will speak with the medical assistant in consultation with the physician. If you would like to speak to your child's doctor, please let her know.