

WALK-IN POLICY

We see our patients by appointments and do our best with the limits of circumstances that we can control, to see our patients on time. We feel that patients deserve our attention during the appointment time we have reserved for them. Currently, we are unable to accommodate walk-in appointments, as it interferes with our ability to deliver safe medical care in a timely manner to all our patients. To that end, we request that all patients call for an appointment time before coming to our office. **We DO have same day sick appointments available.**

There are very rare instances in which it is appropriate to come in before calling. A life threatening or potentially life-threatening situation is ***not*** one of the instances. **Anytime a parent feels that a life-threatening medical condition is present, the appropriate course of action is to *immediately* call 911.** EMT's responding can assess the situation and provide emergency care and transport the patient to an Emergency Room for further evaluation. It is not appropriate to come to the office in such situations. This will needlessly delay adequate medical evaluation and treatment and may put your child in a dangerous situation.

If you arrive at our office without an appointment, we will have our staff assess your child to determine the urgency level of your child's illness. We will then triage your child to an appropriate appointment time. You may be asked to return at another time or day according to the urgency of the situation.

We ask that all our patients abide by this and all our office policies. Chronically ignoring or failing to follow our office policies may result in our request that you find another pediatric group for your child's healthcare, as proper care for your child is our top priority.