



Kids R Us PEDIATRICS

Kids Are Our Specialty

Office Information and Policies

OFFICE HOURS: We are open Monday through Thursday 8:00am – 4:00pm and Fridays 8:00am – 12:00pm. We are closed for lunch daily from 12:00pm – 1:00pm.

HOLIDAYS: We are closed on the following major holidays: New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve, and Christmas Day.

APPOINTMENTS: Appointments can be made by calling the office at 256-931-KIDS (5437) or by request via the Patient Portal.

- **SAME DAY SICK VISITS:** We offer same day sick visits for our patients. You should always call or message for an appointment as we do not accept walk-ins.
- **WELL VISITS:** We require all patients to be up to date on well child visits. Well visits occur at birth, 2 weeks – 1 month of age, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 2 years, and annually thereafter for ages 3 – 18.
- **LATE ARRIVALS:** Arriving 10 minutes or later to your appointment may result in the need to re-schedule your appointment. When possible, the next available appointment on the same day will be offered. If you anticipate being late, please call.
- **NO SHOWS:** Missing 3 (three) appointments without notification may result in dismissal from the practice. If you cannot make it to your appointment, please call to reschedule. With few exceptions, we will not reschedule individuals who no-show their first appointment without prior notification.

FORMS: Forms requiring completion outside of an office visit may result in a form fee in accordance with our financial policy. Please allow up to 2 business days for forms to be completed outside of appointments.

AFTER HOURS: *If you have a life-threatening emergency, call 911 or go to the nearest emergency room.*

- You can reach the on-call nurse by calling the main office number after hours. Dr. Miller is always on backup call and available if needed.
- Non-urgent questions, appointment requests, or prescription refill requests can be sent through the patient portal.
- A dosage calculator for common over-the-counter medications is available on our website.

HIPAA COMPLIANT COMMUNICATION: Communication occurs by phone call or portal message. Other forms of communication (text message, Facebook, etc.) are inappropriate and will go unanswered.

PHOTO/VIDEO: Photography/Videography of patient and/or staff is not allowed during physical exam or procedures (including but not limited to sample collection, vaccines, etc.).

ANTIBIOTICS/PRESCRIPTIONS: We do not routinely prescribe antibiotics over the phone. Illnesses require a visit for proper diagnosis and management.

REFERRALS: Referrals are made during office visits. We do not refer for new problems without a visit and proper documentation.

VACCINES: We are a vaccinating practice and follow standard of care vaccine schedules.

By signing below, I acknowledge that I have read, understand, and agree to these office policies. Failure to adhere to office policies may result in the dismissal from the practice.

Signature _____

Date _____