



Kids R Us
PEDIATRICS

Kids Are Our Specialty

Office Information and Policies

We have regular hours of operation

We are open Monday through Thursday 8 am to 4 pm and on Fridays 8 am to 12pm. We are closed for lunch from 12pm-1 pm. We are closed on the following holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, Christmas Day. We will be open New Year's Eve until noon.

Acknowledge

We are available after hours when you need us

We understand that kids get sick at night, on weekends, and on holidays! Our pediatric triage nurse is always available when the office is closed. If the triage nurse cannot offer advice, Dr. Miller is always on back-up call. In addition to our triage nurse, we have a symptom checker and dose calculator available to all of our patients on our website that we encourage you to use.

Patients should not use text messaging, Facebook messenger, or any other social media to contact us regarding patient issues as these are not HIPAA compliant. Our patient portal is available for non-urgent after-hours questions and is HIPAA compliant.

Acknowledge

We are a vaccinating practice

Vaccines are one of the most important services we offer as a pediatric practice. We follow the schedule endorsed by the American Academy of Pediatrics and Centers for Disease Control. We understand there may be times when you have questions or are hesitant about certain vaccines and we are here to help! We will gladly answer all of your questions about vaccination. If you ultimately decide that vaccines are not right for your family, we will ask you to find a different pediatric medical home.

Acknowledge

Well child care is a priority and required of our patients

We do not only want to see you when your child is sick! Well child visits are vital to maintaining the health of children. At well visits we are looking at weight, height, conducting vision, hearing and developmental screenings, which are necessary to ensure proper growth. Well child visits are required at the following ages: newborn, 2 weeks, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 2 years, 3 years and every year annually until age 18. Failure to maintain regular well child exams will result in dismissal from the practice.

Acknowledge

We offer same day sick appointments

We understand that when your child is sick, you'd like for them to be seen in a timely manner. We are not a walk-in clinic, but we offer same day sick appointments during our regular office hours. Please call us to schedule a same day appointment.

Acknowledge



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We prescribe antibiotics only when needed. We do not routinely prescribe antibiotics over the phone.

Antibiotics treat bacterial infections, but not all illnesses are caused by bacteria. In fact, most illnesses in children are caused by viruses. Our promise to you is that we will use our pediatric diagnostic and exam skills to determine if your child needs an antibiotic, and if they do, we will prescribe the correct one and the correct dose. We do not routinely prescribe antibiotics over the phone.

Acknowledge

We use our patient portal for your convenience

We want you to have access to care plans, medication doses, and forms when you need them. These will always be available on our patient portal for your convenience. You may also request non urgent appointments and refills via the patient portal.

Acknowledge

We refer to specialists when needed

Most pediatric concerns can be diagnosed and managed in our office. However, if your child needs specialized care we will discuss this with you and coordinate the referral for you. We require a visit with our practice before any referrals are made.

Acknowledge

We strive to be on time

We know that life is busy and that all of us have many obligations every day. We understand the need to stay on time, and we strive to do so. On occasion there are unexpected issues that arise which cause us to be behind. Usually these are related to patient care- for example, a patient prior to your visit needed more time for a complex issue or needed to be seen urgently because they had breathing difficulties. We will do our best to communicate with you if we are significantly behind so that you are never left wondering.

Acknowledge

We value mutual respect.

We ask that you communicate with us if you are going to be late or need to cancel an appointment. Arriving more than 15 minutes late may result in the need to reschedule your visit. Multiple missed appointments will result in dismissal from the practice. With few exceptions, we will not reschedule patients who miss their first appointment with our practice without notifying us.

Acknowledge

We do not tolerate verbal or physical aggression towards our staff

All of our staff is committed to providing to the best possible care to your children. Any family/parent/representative/caregiver, ect. who yells, becomes verbally or physically aggressive, makes threats to our staff, or uses profanity will be dismissed from the practice without exception. We want our office to be a safe place for patients and employees alike.

Acknowledge

Signature _____

Date _____