

Patient Care Comes First

Patient Policies for Columbus Pediatrics (what we can do for you and what you can do for us):

1. *Cell phones:* Please *do not bring your cell phone into our exam rooms*. It is very distracting to our staff and steals time away from other patients when we have to wait for you to finish your conversation.
2. *Walk-ins:* Appointments are encouraged but sick walk-ins will be worked into the schedule as quickly as possible. Scheduled appointments take priority but our commitment to you is that your child will receive the same attention as other children. Well checks should be scheduled by appointment due to their lengthy nature; therefore, we can not promise to accommodate walk-in well checks.
3. *After hours:* Please call the pediatrician on call before going to the ER for non-emergent issues. To have the on-call pediatrician beeped, call Columbus Regional Healthcare System at (910)642-8011 and ask them to *beep* the pediatrician on call. They will return your call as soon as possible.
4. *Phone calls/forms:* We will try to answer phone calls before going home for the day, and we will fill out paperwork as quickly as possible. Please remember that patients in the office waiting to be seen take priority. We also ask for *48 hours* to fill out paperwork.
5. *Prescription refills:* You may call us for refill prescriptions for chronic medications. However, we do ask that you give us *48 hours* notice for refills.
6. *Missed appointments:* Columbus Pediatrics has instituted a *no-show* policy for families with chronic missed appointments. It is our position that we can not appropriately care for your child if you are habitually missing appointments. After *four* missed appointments in a 6 month period, we may opt to discharge your child from our practice.
7. *Late for appointments:* If you are more than 20 minutes late for your child's appointment, we may need to re-schedule your child's appointment. Appointments for sick children will be worked back in as a walk-in, but appointments such as well checks, ADHD, Asthma Clinics, etc. may be rescheduled.
8. *Emergency room follow-up visits:* If your child was seen in the ER, it is your responsibility to call us and set up an appointment for the next business day so that our providers can assess the child's condition and care plan.
9. *Multiple child visits:* While we understand that parents would like to bring all their children at once for well checks and other non-emergent issues, we must insist on scheduling only 2 children at a time.
10. *Medicaid participants:* Please bring your child's card to each visit. : It is *your responsibility* to provide us with proof of your child's coverage. We may reschedule your child's appointment if we do not have any confirmation of your child's Medicaid eligibility. If you are a Carolina Access family, please make sure that Columbus Pediatrics and Adolescent Care is listed on the card as your child's Carolina Access provider. We may not be allowed to care for your child if the card does not have CPAC listed as your child's medical home.
11. *Antibiotics:* Before deciding whether or not your child needs antibiotics, we must examine and evaluate his or her condition. We *will not call in* an antibiotic without seeing the patient first, due to the harm that these powerful drugs can do when used incorrectly. We are glad to offer you a time for your child to come in to be seen.