

It is our intention to provide your children the best care possible at all times and to accommodate as many requests as is realistic and feasible. It is within this context that we ask you to take a few moments to review policies that affect the way services are provided.

### In the Office

- Please arrive early. Please remember that all insurance requires that your insurance data be updated prior to each encounter. This usually takes a few minutes. If this is not done, your insurance may deny your claim. We do not want time spent on administrative requirements to limit your time with the doctor.
- Schedule an appointment by calling 212.234.1112 or by using our [Patient Portal](#). This allows us to serve you better and help us prepare for your child's visit.
- Scheduled appointments for ill visits. Appointments are made on a first-available appointment basis on the same day, as much as possible.
- Patients who arrive on time are seen at their appointment time and ahead of those who arrive late. If you arrive late, we may need to abbreviate or reschedule your child's visit.
- Please call ahead if you are late or unable to make your appointment time. We will do all that we can to accommodate your child's appointment and to minimize the need to reschedule your appointment. In consideration of other patients who might need an urgent appointment, please call at least 24 hours before to cancel a scheduled appointment.
- Late arrivals (>15 minutes after scheduled appointment) will be offered the next available appointment. While we will do all that is possible to accommodate requests, the first-available appointment may or may not be on the day the appointment was missed.
- Appointments for additional children should be made prior to coming to the office. Each child needs to be seen individually and allotted appropriate time they deserve for their health issues.
- **ALL** patients should be accompanied by parent(s)/authorized responsible parties during their appointments.
- Please bring patient's current insurance card and an official form of identification of parent/guardian (driver's license or other photo ID, or utility bills or other correspondence showing current residence) at the time of every appointment.
- Please turn off cell phones in the office and examination rooms.

### After-hours Call Service

Please limit after-hour calls to urgent issues and emergencies. For refills, appointment requests, and other non-urgent matters, please call the office during regular hours.

We are here to provide the best care we can to your children should the need arise. As always, we welcome the opportunity to care for your children and appreciate your trust in the services we provide.