

New Patient Handout



We're glad you're here! Welcome to Dr. Anne's pediatric practice. Let's start a rewarding relationship.

Things **you can expect** of my office. We will:

- Treat you with **respect**.
- **Inform you** if we are running late, and allow you to reschedule or wait.
- **Answer** your questions.
- **Advise you** about the best medical care, The same care Dr. Anne would give her own children.
- Respect **your decisions** about your child's care.

Things **we expect** from you:

- **Show up.**
 - No Shows are a **big deal!** Missed appointments deny care to someone else's child.
 - Cancel **24 hours in advance**. Otherwise, we charge a **\$50 No Show Fee**.
 - After **two No Shows**, we can **cancel** our doctor-patient relationship. So, show up!
- Show up **on time**.
- Show up **prepared**.
 - Fill out **forms**, in advance. Our staff will tell you how.
 - **View or read** educational material, in advance. Our staff will give you instructions.
- **Ask** questions, if you don't understand something.
- **Tell** us, if you are unhappy with your child's care. We'll get right on it.

When **you call** the office or **leave a message** after hours:

- Describe the **problem** and the **outcome** you want.
- Tell us your **level of concern** (a little concerned, concerned, or very concerned).

What I'll **tell you** about your child's illness during a visit:

- **What** it is and it's expected course (symptoms, duration, etc.).
- **How** we will treat it.
- **How** to tell if it's getting better, worse, or staying the same.
- **When** to call for your **next appointment** or when to call if the **illness worsens**.

About **after hours** services:

- Follow the guidelines at www.DrAnneMD.com/Is-Your-Child-Sick.
- On **weekends**, **call me before** you go to an urgent care facility. Often, I can **meet you at the office**. I **know** your child. You'll get better **quality care** with me.