



New Patients

We ask all new patients to please arrive at least fifteen minutes in advance to fill out all new patient paperwork. Picture ID of legal guardian and insurance id card are required before any service is provided. New patients must also bring or have sent, all relevant paperwork from your previous pediatrician, including immunization records, laboratory results, medication history and all other medical records. All patients under the age of 18 years must be accompanied by a parent or legal guardian. Alternatively, one may use our Web Portal to enter the New Patient information. A photo of every patient will be captured electronically and attached to patient chart and used for clinical identification only.

Scheduling and Appointments

- Due to frequent changes in health insurance coverage's and personal demographics you must be prepared to show us your insurance card and ID upon arrival for each visit.
- Patients are seen by appointment only. We realize that children sometimes need immediate attention, if this is the case; you must call our office prior to arrival.
- Since well visits take more time in our schedule than sick visits, they must be scheduled separately. If your child is scheduled for a sick appointment, please do not ask us to perform a well check-up during the same visit, as we will not be able to do so unless clinically approved by a physician.
- We also ask that no more than two siblings be scheduled at the same time, as our appointment schedule will not allow for more; however, we will make exceptions for triplets.

Late Policy/Walk-in Appointments

- We are always looking for ways to improve our practice and provide high quality health care to your children while also trying to make sure your waiting time is kept to a minimum. Therefore, when you are between 15-30 minutes late for your child's appointment, our front office staff will first converse with your doctor and determine whether or not your child will be seen based on current patient load. You may be worked into the schedule with a wait or you may be asked to reschedule, especially if it is a visit that requires a significant amount of the physician's time (i.e. well check, evaluations and new patient visits.) We are always trying our best to balance your needs with the needs of our other patients, please be mindful of this.

Missed Appointment

- Your appointment time is reserved specially for you. In the event of a missed appointment or an appointment canceled with less than 24 hours notice you will be charge \$15.00. Insurance will not pay for a missed appointment. After 3 consecutive missed appointments FCP may elect to dismiss you/your child.

Cancellations

- If you are unable to keep your appointment, you must notify our office at least 24 hours in advance so that another patient may be given this time. If not, as stated previously a no show fee of \$15.00 will be charged to your account.

Prescription Refills

- We can refill some medications without medical visit under certain conditions. You may call and request prescription refills during normal office hours. Please have your child's name, date of birth, medication and pharmacy telephone number available when you call so we may assist you more efficiently. **YOU MUST ALLOW FOR 3 BUSINESS DAYS FOR THE DOCTORS TO REVIEW YOUR CHILD'S CHART AND PROCESS THE SCRIPT SINCE IT IS NOT A SCHEDULED VISIT.**

After Hours Care

- **IF YOU HAVE AN EMERGENCY DIAL 911.** If you need to see a physician after hours you must report to a local urgent care center. In the event you **MUST** speak to a physician after our hours of operation and cannot wait until the next business day, you may call our office at 407-249-1234 and our answering service will instruct you further as to how to get in touch with one of our physicians.

Referrals

- For all non emergency referrals, please contact our office at least one week in advance. In the event your child may need to see a specialist, your HMO or POS insurance company requires that you be referred by one of our primary care physicians (PCP). If we have referred your child to a specialist and their office requires authorization from your insurance company you must contact us one week in advance so we can obtain authorization. If you have been admitted to the emergency room and a physician has instructed you to see a specialist, the first appointment should be made with one of our physicians to ensure proper documentation will start the referral process and proper care is provided.