



Kids First Pediatric Clinic, LLC
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Office Policies

Welcome to Kids First Pediatric Clinic: We are so happy that you have chosen to make us your child's medical home. We strive to create an atmosphere that is friendly and warm for our patients and look forward to taking care of your children for years to come. We hope the following information is helpful in informing everyone to our office policies and provides a more pleasant environment.

Appointment Policy

Sick and Well Waiting

We have provided sick and well waiting areas for your convenience. If you come to the office with more than one child and one of your children is sick, then you must report to the sick waiting room. Children who are newborns and children here for a well exam, recheck, or follow up exam from a previous illness but are feeling much better should report to the well waiting room.

Sick Appointments: Sick Appointments are scheduled as same day appointments only.

Well Child Appointments: We follow American Academy of Pediatrics schedule of well child and teen check up visits. Please schedule your child visit 6-8 weeks in advance. This assures that your child will have their well visit and immunizations on time.

Cancellations: If you should need to cancel a scheduled well or other visit, please notify our office 24 hours in advance so that we may accommodate families who are on a waiting list for an earlier appointment.

No-Shows: There may be a \$25.00 no show fee to your account for every no show appointment.

Our office policy states that **3 or more no-shows are grounds for dismissal from the practice.** This is not to be uncaring; it is an effort to continue consistent care to your child and prompt care throughout the day for other children.

Late for Schedule Appointments If you are going to be more than 15 minutes late, please call our office so we can reschedule your appointment for a more convenient time. If your child is sick, you may wait in the office and be worked in between patients. Please note there may be an extended wait time if you are late for your appointment.

By signing our Consent Acknowledgement Form, you acknowledge you agree and fully understand the Office Appointment Policy.

After Hours Calls

Release of Medical Records

Our office has 15 business days to release your child's medical records. There will be a \$25.00 charge for copying your child's chart for the first 30 pages, \$0.25 for any additional page. Medical records may be transferred to another physician at no charge

Shot Records/School Forms

Immunization records will be released within 2-3 business days after request. Please allow 3-5 business days for your school, camp, and sports physical forms.

Medication Refills

Please allow our office 72 hours for prescription refills. Medication refills will only be done during our normal business hours. For new prescriptions, the patient must be seen prior to any new prescriptions.