

PEDIATRIC OFFICES AT WILLOW BEND HOUSE RULES

If a party arrives 15 minutes after allotted appointment time, POWB will have to reschedule as a courtesy to other scheduled patients.

On Fridays, POWB closes at noon. POWB is open on some Saturdays as a courtesy to our patients as we know sickness does not always pick a convenient time to hit. If you have an appointment on Saturday, please understand you may have a wait due to patient overflow as this is a popular time.

During the flu season, POWB will not schedule Well Child Checks on Saturdays. This is for the benefit of our patients and your child's health as POWB generally has multiple sick patients in the waiting room at that time.

POWB prefers to schedule newborn and infant appointments in the mornings and early afternoons, especially during flu season. This is for the benefit of our patient's and your child's health.

POWB charges a \$25 No Show Fee for missing appointments without a 24-hour notice of cancellation. This must be done during regular office hours. POWB's answering service is for sick calls only.

POWB charges a \$35 No Show Fee for missing appointments on Saturdays without a 24-hour notice of cancellation. This must be done during regular office hours. POWB's answering service is for sick calls only.

If you are experiencing a wait at POWB, it is due to an unexpected situation in an appointment before your child's. Please understand POWB does not have control over emergency situations and will extend the same courtesy to you and your child should something unexpected come up during your visit.

POWB does not treat patients over the phone. To provide the best care, POWB asks you bring your child in whenever they experience any type of unusual symptoms. (i.e. fever, breathing problems, diarrhea, vomiting, rash, bumps, possible fractures, lacerations, allergic reactions, feeding problems, lethargy, constipation, etc) This is not in an effort to provide any inconvenience or cost to your family. POWB values your child's well-being and appreciates you entrusting us with their care.

Parent/Guardian Signature

Date