

Welcome To Your Pediatric Connection West! We are honored that you have chosen us to care for your child. Given this privilege, we will work with you to provide the most compassionate pediatric care. As a means of introduction to our practice, we have enclosed some materials so you know what to expect for your first and subsequent visits.

Please make note of the following office policies:

- If your insurance carrier requires that you select a Primary Care Physician (PCP), please do so and notify your insurance carrier by calling the member services number located on your insurance card. If this is not done, we will be unable to treat your child.
- If you are unsure of your insurance coverage, please call your insurance company **prior to your appointment** to verify that our office does participate in your insurance plan. As a Hamot Physician Network Practice, we do participate with most major insurance companies as well as PA Medical Assistance Programs.
- If you arrive more than 15 minutes late for an appointment, you will be required to reschedule your visit.
- All sick appointments are made the day of your phone call only. No advance scheduling of sick visits.
- As a courtesy to our staff and physicians, we request that you **turn off cellular phones** upon entering the office area.
- While we understand that there may be times you will not be able to make a previously scheduled appointment, we ask that you please give us at least **24 hour notice prior to the appointment time. Failure to show for three appointments within a one-year period may result in dismissal from the practice. Same day cancellations will result in a missed appointment.**
- Please call for prescription refills during regular office hours, **Monday through Friday, 8:30 a.m. until 4:30 p.m. (we are closed for lunch from 12 noon until 1:00 p.m.) Requests for refills must be made seven days prior to the refill date.** Do not call on weekends or page the on-call pediatrician for prescription refills. **All refills will be handled during regular business hours only; no exceptions.**
- Please allow at least **72 hours** notice when requesting a referral.
- Our doctors are available after hours **FOR EMERGENCIES ONLY.** They are not to be called with routine questions, medication dosages or refills. If you have questions after hours, please consult your child care reference manual. Please call us with routine questions during normal office hours.

If you have any questions prior to your child's appointment, please feel free to call our office at **(814) 877-5424** We look forward to meeting you and partnering with you for the health of your child!

Sincerely,

The Physicians and Staff of Your Pediatric Connection West

