



## Welcome to Woodinville Pediatrics General Office Policies

- We follow standards of the AAP (American Academy of Pediatrics). Well child exams are generally done at 10-14 days, 2 months, 4 months, 6 months, 9 months, 1 year, 15 months, 18 months, 2 years, 2 1/2 years, 3 years and then yearly thereafter. Most insurance plans cover these; however since we cannot quote insurance benefits, please call your carrier.
- Woodinville Pediatrics is **NOT** a walk-in or urgent care clinic. If your child has a condition that you feel needs to be treated immediately, please call first.
- Saturday appointments are only scheduled on Saturdays. They are not “drop-in” appointments. Saturday appointments are available for semi-urgent problems, for example: ear infection, cough, cold, etc.
- We offer walk-in labs hours Monday through Friday, 9-11:00am and 2-4:30pm.
- Our forms can be found at [woodinvillepediatrics.com](http://woodinvillepediatrics.com)
- Please allow 1-2 weeks if you are requesting copies of your medical record.
- Please allow 2 business days if you are requesting a medical form, sports form, or other form to be signed by your provider.
- Prescription refill requests require at least 48 hours notice. If you need a refill on a non-controlled medication, please call your pharmacy first.
- We request updated registration forms yearly.
- If your child is being seen for Well Child Check and you have other concerns that are not related to routine, wellness care, those concerns may generate additional charges.
- We have our portal up! Please sign up and use! Also, please sign an authorization form so we can email you any normal labs.
- Copays are due at the time of your appointment. If not paid, an additional fee of \$25 will be charged.
- Please arrive 15 minutes prior to your scheduled appointment time if it will be your first appointment at our office, and 10 minutes prior if you’re an established patient.
- If you are late for your appointment by 15 minutes or more, you might be asked to reschedule. Please provide 24 hours notice of cancellation to avoid a \$50 charge.
- We charge \$50 for a WCC or consult no show.
- Medical supplies given to you at a visit can be billed to your insurance. These items may not be a covered benefit.
- If you plan on sending your child with a grandparent or nanny, please be sure you have filled out a Medical Consent Form.

**Website:** [www.woodinvillepediatrics.com](http://www.woodinvillepediatrics.com)  
**Portal:** [woodinvillepediatrics.myezyaccess.com](http://woodinvillepediatrics.myezyaccess.com)