

APPOINTMENTS

All patients are seen by appointment only and, if available, parents may request a certain physician to see their child. Patients who arrive without an appointment will be given the next available opening, unless the medical staff determines the problem is urgent and the patient should not wait. Well exams, consultations, sick visits, and follow up appointments are done during regular office hours Monday through Friday. Extended weekday hours are for children who become sick later in the day and weekend hours are for urgent problems that cannot await regular office hours on Monday.

Well Exams

Parents are asked to call in advance to schedule well exams and oftentimes, for infants, this may be done prior to leaving the office from a current exam. Frequently, our time for well examinations is filled two months ahead; therefore, try to anticipate well in advance your need for camp, school, athletic, and other examinations with a deadline. Please refer to our website for the list of recommended well exams.

Sick Appointments

Realizing that you cannot predict when your child may get ill, we have openings available at the start of each workday to see sick children. We encourage you to call as early in the day as possible if your child needs an appointment. Sick visits usually focus on a single problem and tend to be shorter visits.

WAITING ROOM

We request, when possible, that you limit the number of children, friends, and relatives accompanying your child to the office. We understand, of course, that on occasion babysitting or transportation problems may leave you no choice. It should be noted that there have been no studies documenting the need for, or benefit of, separate waiting rooms for well and sick children. Raleigh Pediatrics makes an effort to limit the transmission of illnesses by reducing the amount of time children spend in our waiting room.

PAYMENT FOR SERVICES/INSURANCE

At the end of your child's visit, you will be given an encounter form to take to the cashier. The total charged will be based on services rendered during the appointment. Raleigh Pediatrics is a "fee for service" practice and, as such, payment is required at the end of the visit.

We accept Visa, MasterCard, Discover, personal checks, and expect payment from the parent accompanying the child to the visit.

In the case of divorced or separated parents, the parent authorizing treatment for the child will be responsible for the subsequent charges. If a divorce decree requires the other parent to pay all or part of the treatment costs, it is the authorizing parent's responsibility to collect from the other parent.

We contract with several insurance companies in the form of PPO's, HMO's, etc., for which we will accept a co-payment and file for services. You must present your insurance card at **each** visit. Please check our website for **complete** information regarding our financial policy.