Child Health Care Associates' Office Policy

What you need to know about appointments, referrals, forms, records, and refills!

- We value the time we have set aside to treat your child. We do not double book appointments. If you are unable to keep an appointment, we would appreciate 24-hour notice. **You will be charged a $25 no show fee for each missed appointment.** Multiple missed appointments may result in dismissal from the practice.
- If you are more than 15 minutes late for your appointment, we will do our best to accommodate you. However, on certain days it may be necessary to reschedule your appointment.
- As your child's primary care "home" medical office, we request that all well child/physical examinations are done here in our office. **We require a parent to be present at any well child check/physical and vaccine appointments.**
- We will charge a $18 fee for any appointment on weekends, holidays or after 5pm on weekdays. This additional fee will be billed to your insurance company and may or may not be covered.
- Audio recording, Videotaping and photography in the exam rooms and hallways are prohibited due to privacy issues.
- Advance notice is needed for all non-emergent referrals, typically 3 to 5 business days.
- We must approve referrals before they are issued. If you cannot make the referral appointment that we set up for you, it is your responsibility to reschedule it with the specialist.
- We ask that you give us at least 24 hours' notice if any forms such as school, camp, sports or Family and Medical Leave Act forms are needed.
- We provide records of your child for visits (including consultations from specialists) rendered here at Child Health Care Associates only with a written request. For any previous records, you must request them directly from your previous doctor(s). A fee for records may be assessed for any "non-transfer" request.
- Please be aware we will only refill a prescription at a parent's request and will not refill prescriptions at the request of a pharmacy representative. For ALL medication refills, we require a 5-day notice, during regular business hours. Please plan accordingly.
- **Vaccine Statement:** We do not accept children who are unvaccinated into our practice as it would put not only these children at risk, but other patients of our practice as well. Infants must start the New York State DOH required vaccines by 3months of age and complete these required vaccines by 9months of age. For children 12months and older, we require NYS DOH vaccines be initiated at 12months of age with all vaccines up-to-date by 18months of age. Please be aware that it is your responsibility to schedule and keep well child check and vaccination appointments so that your child is fully vaccinated before these deadlines.
- Our practice does not accept home births. All deliveries must take place in an accredited medical facility where appropriate medical support and resources are readily available. Additionally, to establish care with our practice, newborns must receive the Vitamin K injection at birth.