

## Welcome to Northwest Spokane Pediatrics!

### A Refreshing Difference

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We pride ourselves in being one of the few private pediatric practices left in the Spokane area. Many have been "absorbed" into the big corporations, leaving patients feeling like a number on the schedule. We're proud to stand out as a small but exceptional practice and love providing care in a personalized and fun environment with people that really know you and your family.

### Payment Policies

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Please bring your insurance card(s) with you to each appointment. Sometimes we need to help fix problems with coverage, and having those handy really helps. We'll ask you to verify your information at each visit, just to make sure nothing has changed from last time.

### Cancellations and No-Shows

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We know life happens, so if something comes up that will prevent you from making your scheduled appointment all we ask is that you give us at least a 24 hr notice. Cancellations within that 24 hr window will have a \$25 fee added to the account.

No shows are unacceptable. Three no-shows results in dismissal of the family from our practice. We can't manage care if patients don't come to appointments.

### Late Arrivals

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Please plan on arriving 10 minutes prior to your appointment. There are often forms to fill out and kids love playing the floor video game too. If you're going to be late, call and let us know. If you are more than 10 minutes late, you might not be able to be seen. We will do our best to fit you in later but often cannot due to how busy we are.

### Well Visits and Other Visits

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A "well child" or "well care" visit is required by all insurances at set intervals based on age. We require patients to be current on their well care visits in order to continue to manage other needs such as medications, school forms, sports physicals, ADHD or behavior, sick visits, and procedures.

However, if you find your child not up to date, we'll still take care of what you need as long as you have scheduled your well care visit in the near future.

### Vaccines

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As a blanket policy, we do not force all patients to be vaccinated. We believe this is a personal choice that each family should make for their own children. We encourage most vaccines be given on the recommended schedule, but we are also happy to work out alternative schedules and will always see your child if you choose not to vaccinate.

### **Prescription Refills.**

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All refills require a 48 hour (2 days) processing time. To request a medication refill call your pharmacy. They send us a digital request that ensures accuracy and eliminates errors in messages. If there is a problem the pharmacy will let you know or we will contact you directly. It may be much faster than 48 hours in many cases, but please do not expect to have a medication refilled on the day you request it. Plan ahead, request the refill a week before it runs out.

### **Convenient Contact Methods**

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We're pretty tech savvy here, so if you need to make an appointment feel free to call, text or email our front office staff. We'll get back in touch with you the same day with the next available openings. If it's urgent, a phone call is best.

We look forward to getting to know you and your family more as time goes on. Our team loves to see kids go from birth to college and it's our goal to keep them healthy all the way.

### **Add us to your phone book. Add us on Facebook.**

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509-483-4060 *phone or text*

509-483-0043 *fax*

office@nwspkids.com *email*