

Office Policies

Appointments

Office hours are from 8am to 7:30pm Monday through Thursday and from 8am to 5pm on Fridays. The office is open on Saturday morning for emergency visits only. Scheduling well child checkup visits in advance allows for you to select the provider of your choice. Same-day sick appointment may require some flexibility; however, we will attempt to give you the provider of your choice. For all non-urgent visits you can use the online appointment request system. Our office will review the email and contact you to confirm the appointment. Please make sure you leave us different numbers or emails to reach you, just in case. A fee may be assessed for missed appointments if we are not notified within the previous 24 hours.

Scope of Pediatric Primary Care and Referrals

Pediatricians can provide medical care for children from birth until they are ready to make the transition to an adult health care provider. This generally occurs at 18-21 years of age.

A well-child check-up is a comprehensive visit and we review your child's physical, emotional, cognitive and social development. This is an opportunity to understand eating and sleeping patterns, scholastic performance, physical activity, coping skills for life changes and other factors that determine a person's level of overall health. We will review vaccine recommendation, discuss any tests that are needed and refer your child to specialists if there is a medical need to do so. During "sick visits", we usually focus on the main complaint for the day, and tend to leave the rest for another occasion.

Referrals to specialists at times require an initial visit to our office for evaluation, but certain referrals can be managed simply through the on-line referral system.

Vaccinations

All of the providers at Windermere Pediatrics understand the need for basic immunizations in childhood. Your questions will be addressed and information about the vaccines will be reviewed. You can also review information at reliable sites such as <http://www.vaccineinformation.org/> , <http://www.immunize.org/> , or <http://cdc.gov/vaccines/>.

Should you feel strongly that you do not want to give your child the state vaccines, we will offer you the names of other practices that may fit your needs better.

Refill Requests

If you need a refill on controlled substances such as Ritalin®, Concerta®, Adderall®, Vyvanse®, Daytrana®, or others, please call your provider and leave a message on their answering machine, since these require a hard copy for DEA compliance. You will need to sign for this type of script when you pick it up from the front office. This type of script cannot be mailed or phoned in.

For other prescription medications, such as Albuterol®, please have your pharmacy fax over a request for refill to us. We routinely review/process them within 24 hours, so if there is a delay, please contact us by phone promptly so that we can resolve the issue. Please call a few days before running out of your child's medication in order to avoid gaps in treatment.