



## Carolinus HealthCare System

Dear Patient,

**Welcome to Charlotte Pediatric Clinic.** We are honored that you have chosen us to provide healthcare for your child(ren). As a new patient, we would like to share some information about what to expect during your visit. Please feel free to contact our office at 704-367-7400 should you have any questions prior to your visit.

**New patients:** Please arrive 15 minutes prior to your appointment time with your insurance card and new patient paperwork if you have completed any. The new patient forms can be found on our website [www.charlottepediatricclinic.org](http://www.charlottepediatricclinic.org). You can also sign up for a MyCarolinus account to manage your child(ren)'s health online anytime, anywhere by calling 704-667-9145 or at <http://www.carolinushealthcare.org/mycarolinus>. Please bring any previous medical records and your immunizations history if you are transferring to us from a physician outside Carolinus HealthCare System.

**Consent to Treatment:** If someone other than the parent/guardian (ex. Sibling over the age of 18, babysitter/nanny, grandparent, etc.) will be bringing the child to their visit, new or established, please bring a completed "CHS Authorization to Consent to Healthcare for a Minor" signed by the parent/guardian. You can find a copy of this form on our website.

**Late for Appointments:** If you arrive after your scheduled appointment time, we reserve the right to reschedule your appointment.

**Cancellations and No Shows:** We understand emergencies and illnesses are not planned and are often unavoidable. Two or more missed visits within a 12 month period may lead to dismissal from our practice.

**Payments:** We accept cash, check, and major credit cards. All co-pays are due prior to the visit at check-in and are not billable. Deductibles must be paid the day of the visit (minimum \$50), and all expenses over \$50 can be billed. We offer a 30% self-pay discount for all uninsured patients. For balances over \$50, interest-free payment plans are available at any time through our billing office at 704-512-4808. Failure to keep your account current may lead to the inability to schedule appointments until a payment plan has been arranged.

**Emergent Care:** We operate by appointment only and do not see walk-ins, except on the weekends. We operate a walk-in sick clinic that operates on a first come, first serve basis, for our established patients only, at our Southpark location on Saturdays and Sundays from 8:30- 11:45am. We do our best to accommodate all same day sick needs. If you feel that a need is immediate/urgent, and you cannot wait until our next available appointment time, we recommend the CHS Children's Urgent Care. The notes from a visit at the Children's Urgent Care will be available to your child's pediatrician for review and follow up if needed.

**What happens during a well child visit:** We will check all of your child's vital signs including height, weight, blood pressure (starting at 3 years), and a head circumference (from birth until the 2<sup>nd</sup> birthday). These will be plotted on a growth chart and reviewed with you by your provider. Your provider will discuss age appropriate expectations for growth and development, perform an assessment and physical examination of your child, and allow you an opportunity to ask questions. At the end of your time with the provider we will perform any necessary labs and immunizations agreed upon by you and your provider during your discussion.

We are committed to offering you excellent care, and we look forward to the opportunity to care for your family.

Sincerely,

Charlotte Pediatric Clinic