

Dear Valued Families,

Welcome to Providence Pediatrics! We are honored that you have chosen us to provide healthcare for your family. As a new patient, we would like to share some information about what to expect during your visit. If you have any questions or concerns before your first visit, please call 704-667-2600.

Arrival & Check-In: Please arrive 15 minutes prior to your appointment with your insurance card. Our staff will walk you through check-in and registration upon your arrival.

MyCarolinas: Create an account through MyCarolinas to have online access to notes from your child's doctor, lab and test results, schedule appointments online, and message our care team any time. Visit My.CarolinasHealthCare.org to activate your child's account (12 and under).

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 "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 Arrivals: Your time is valuable to us. In effort to reduce wait times and maximize the time your provider spends with you, if you arrive more than 10 minutes late for an appointment, you will be asked to reschedule.

Cancellations and No Shows: We understand emergencies and illnesses are not planned and are often unavoidable. Should there be a need to cancel or reschedule an appointment please call us as soon as you realize you cannot keep the appointment - preferably within 24 hours of the appointment. Three 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 at check-in. 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 704-512-7171. Failure to keep your account current may lead to the inability to schedule appointments until a payment plan has been arranged.

After Hours and Weekend Care: Outside of our business hours, we have nurses available by phone who can help answer your questions. We have an appointment-only sick clinic Saturday and Sunday from 8 a.m. to 1 p.m. for established patients only.

What happens during a well child visit: Please visit our website to complete age appropriate paperwork prior to your visit and bring the completed paperwork on the day of your visit. This paperwork helps your provider assess the growth and development of your child to get the most value out of your visit and will allow you to fully engage with our care team. We will check your child's vital signs including height, weight, blood pressure (starting at 3 years), and a head circumference (from birth until the 2nd 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.

Thank you for trusting us with the care of your family, we look forward to seeing you at your next appointment. Welcome to the Providence Pediatrics family!

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Sincerely,

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Sincerely,

The team at Charlotte Pediatric Clinic