

Dear Parent,

Welcome to ABC Pediatrics, Fayetteville.

The forms enclosed in this mailing need to be completed in full and returned to us **prior** to your appointment or, if you bring them to the first appointment, please plan to arrive ten minutes early.

Most of our policies are published on the ABC Pediatrics website www.myabcpediatrics.com. Please read through them. The two that impact your visits to our practice the most are the Late policy and the No-Show policy.

We have purchased and configured 2 software systems with the primary goal of shortening your sit in the waiting room/exam room and allowing you to spend quality time with your provider at your child's well check-up appointments. The scheduling portion of the software also allows us to set aside appropriate time slots for different ages of children. Arriving even a few minutes late, will wipe out all our hard work and good intentions. Please plan to arrive about 4 to 5 minutes ahead of your scheduled time. If you are running late, call before you come so we can check for another time slot. **If you arrive late, you will need to be rescheduled.**

We have enclosed the entire No-Show policy and a summary of the Financial Policy (the entire policy is on the website) for you to read and sign.

Remember, you need to bring your child's insurance card, the appropriate co-pay, or self-pay, and a list of the child's current medications to every visit.

While this may sound like a lot of rules, they are for your child's and your benefit. We do not want any of our patients to have 1 to 2 hour waiting times! Our current patients say they like the difference in how smoothly our practice runs and how short the wait times are and we hope you will appreciate all our efforts as well.

The Providers and staff of ABC Pediatrics.