



Pediatric Associates

of Kershaw County, PA

Office Policies

Welcome to Pediatric Associates!

It is our goal to provide the best possible care to your children. Please take a few minutes to read office policies in order to understand our expectations so we may provide the best care to your children and all children in our practice.

CONTACT INFORMATION:

CAMDEN & ELGIN: 803-432-1931

Camden: 1346 Haile Street, Camden SC 29020

Elgin: 40 Pinnacle Parkway, Suite 206 Elgin SC 29045

OFFICE HOURS :

CAMDEN:

Weekdays: 8:30 – 12:30 & 1:45 – 5:00

Saturdays (Urgent Appointments only): 8:30 – until (Dependent on the season)

ELGIN:

Weekdays: 8:30 – 12:15 & 1:15 – 5:00

APPOINTMENTS:

Scheduling an appointment:

To schedule an appointment call **803-432-1931**. All appointments are scheduled through our main office. *Please inform the scheduler if you would like to schedule an appointment in our **Elgin office**. *

Arriving for your appointment:

Please arrive 10 – 15 minutes early for your appointment, this will allow our staff to update demographics and insurance.

If you are 15 – 20 minutes late for your appointment, it will be rescheduled.

Unable to make your appointment / No Show:

We require a 24 hour cancellation notice. If you miss your appointment you will receive a letter notifying you of the missed appointment and may be charged a \$25.00 no show fee. Three or more missed appointments may result in termination of services from our practice.

Multiple Children:

Please do not bring multiple children to a child's visit. It is very important to your child's care that the physician have your full attention. If a sibling also needs to be seen please call the office in advance to obtain an appointment. If we are

unable to accommodate the child being seen at the same time we will give you the first available time.

Depending on the physician, we can *sometimes* accommodate triple visits but there must be an additional accompanying adult. If the patients arrive without another adult the well visits will be rescheduled.

Saturday Hours:

Our Saturday hours vary depending on how busy the season is. Please call the office as soon as possible Saturday morning to schedule an appointment for your child.

Checking in and waiting to be seen:

- Please discontinue any cell phone calls while in the office.
- Please bring your insurance cards to each visit.
- Co-pays and Co-insurance will be collected at time of visit.
- At each visit we will verify your demographics, to include authorized individuals.
- Check-ups require a parent to be present.
 - Vaccine administration and other important information is given during these visits.
- HIPPA laws require that parents and children remain in exam rooms.
- Please supervise your children at all times.
- It is always our goal to be on time. If you have waited more than 20 minutes, please let us know. There are times when we have an emergent situation and our schedules are delayed.

REFILLS:

We require 48 hours notice for refills. Please call 803- 432-1931

- Camden Refills - option 3
- Elgin Refills - option 4

ADD/ADHD:

Please contact our office 2 – 3 weeks prior to running out of medicine to schedule your child's appointment. Once every 3 months your child is required to come for a follow-up visit with your physician. Prescriptions must be picked up by a parent or legal guardian and ID and signature will be required. These prescriptions *cannot* be mailed.

FORMS:

Shot Records: We require a 24-48 hour notice so our staff can prepare a SC Certificate of Immunization.

School Excuses: Our office will provide you with a school or work excuse if your child was seen at our office. We cannot provide excuses for any other reason.

Sports/Camp Physicals: Please bring your form with you to your well visit. If it is brought after the visit we must have at least 48 hours to prepare the form and your child must have had a well visit within the last 12 months.

Other Forms may require a \$15.00 service charge for completion. The staff will let you know when the form is dropped off if the fee will be applied. The fee must be paid prior to the forms completion.

Thank you for choosing Pediatric Associates of Kershaw County.

We look forward to watching your child grow!