



Welcome to Ballard Pediatric Clinic General Office Policies

- ~ The "Drop-In" morning appointments are reserved for semi-urgent problems, for example: ear infection, cough, cold, etc. If the problem has been ongoing, please call to schedule an appointment.
- ~ Please allow at least 48 hours for any prescription refill.
- ~ Please allow 1-2 weeks if you are requesting any copies of your medical record, including copies of immunization records.
- ~ Please arrive 15 minutes prior to your scheduled appointment time.
- ~ Any and all services provided at your visit will be billed to your insurance company. You are responsible for knowing what your benefits are and what coverage you have for those services.
- ~ After hours, nurse telephone calls are subject to a \$10.00 charge.
- ~ Saturday appointments **MUST** be scheduled and are not drop-in appointments. The appointments are available for semi-urgent problems.
- ~ If you are more than 15 minutes late for your appointment, you might be asked to reschedule.
- ~ Please provide 24 hour notice of cancellation, to avoid a no-show charge.
- ~ If you plan on sending your child with a grand-parent or nanny, please be sure you have filled out a consent form.