



Office Policies

Appointments: New Patients

Summit Pediatrics establishes new patients with a well-child visit. New patients must provide all contact information and insurance information at the time of service. New patients who no-show for their appointment will not be rescheduled with any provider at Summit Pediatrics.

Cancellations must be made 48 hours prior to any new patient appointment.

Appointments: Existing Patients

Every effort is made to schedule appointments in a convenient and timely manner. We apologize if an emergency arises that disrupts your appointment time, and we will do our best to reschedule you in a way that works for your family.

Cancellations or change must be made 24 hours prior to any appointment. Calling during office hours is the best way to inform us, but you can leave a message after hours or on weekends--keep in mind, however, that those messages will not be received before the next working day. Messages left over the weekend to cancel a Monday appointment will be considered a no-show and will be documented in the patient's record as such.

No-show Policy:

Three (3) no-show appointments for any one patient will result in the family being dismissed from the practice.

Initial here:

Pharmacy Policy

Please allow 2-3 business days for medication refills. Please contact the pharmacy where the medication was originally filled to request a refill, and the pharmacy will contact us.

For ADHD medications or other controlled substance prescriptions, please allow 2-3 business days for a prescription to be sent. They are now sent directly to the pharmacy electronically. If you have not been seen for one of these visits recently, you may be asked to schedule a follow-up appointment before the prescription is filled.

Labs and Radiology

Please contact our office to inform us when you have completed any lab work or radiology. Please also let us know at what facility you had them done so that we can find the results. You will be contacted with your results after they are reviewed by your provider. Most tests, including COVID-19 results, will be reviewed in the morning by the ordering physician, who will contact you.

If a stat lab or procedure is ordered for an acute problem, you will be contacted as soon as possible by the ordering provider or by the on-call physician, depending on acuity. Please be sure that your contact information with us is up-to-date.

Forms

Should you require forms to be completed for school, sports, work, etc, please allow 2-3 business days for completion and signature by your provider. Immunization records can be completed within 1-2 days. Please note that certain forms carry a fee for completion.

Medical Records

Please allow up to 15 business days for medical records to be printed and released to either a parent or requesting physician's office. There is no charge for the first copy of records; however, there is a charge of \$0.60 per page for subsequent records requests.

Payment Policy

Co-payment and co-insurance are due at the time of your visit. Please be prepared to cover your portion on the day of service. Accounts assigned to an outside collection agency will include a 30% collections and processing fee.

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