



Where Your Child's Health and Your Family's Well Being is Our Priority!

Noah's Ark Pediatrics
Welcome Letter
Policies and Procedures

Opening Remarks

Welcome to Noah's Ark Pediatrics. We are excited that you have chosen to utilize our services. This document will introduce our clinic to you and provide you with the necessary information that will make your pediatrician's office accessible and a friendly place for all your child's health care needs.

Noah's Ark Pediatrics would like to provide you with the best and most up-to-date information regarding your child's health care needs. If you have a problem with our service, please do not hesitate to let us know by contacting our Office Manager Karin Moreno at (623) 931-5001. The following is meant to inform you of our policies regarding 1st time visits, No-Shows, Cancellations, and use of the after-hours on-call line.

1st Time Visits

If this is your child's first appointment with Noah's Ark we ask that you arrive at least 15 minutes before your appointment time to fill out the necessary paperwork and to ensure that all eligibility requirements are met. While we make same-day appointments it may take us time to check your insurance eligibility and thus we ask that you be patient with us during any delay that may occur. If something is urgent please direct any requests that you may have to our waiting room staff. We are here for you and we wish to provide you the best services possible.

Please bring your child's shot records so that we will be able to determine their needs at the first appointment.

After Hours on-call line

If you need to contact our office for any reason pertaining to an urgent matter you are more than welcome to call our after hours on-call line at (602) 931-5001. If your number is blocked, you will need to unblock your number, or we will be unable to respond to your call.

If your Emergency is ***life threatening***, we ask that you seek immediate attention by hospital or urgent care staff or call 911. The after-hours on-call line is only to be used in the case of questions that you may have regarding urgent health care matters pertaining to your child.

No-Shows/ Cancellations

Noah's Ark does the best it can to serve our patients as quickly and efficiently as possible. No-Shows and impromptu cancellations debilitate our clinic from serving the health care needs of other patients and unnecessarily blocks our schedule. This makes it more difficult for us to provide a comfortable environment and the best service possible. We ask that you call at least **24 hours in advance** of a cancellation. This will allow us to see other patients.

If you do not call at least 4 hours in advance there will be a "NO SHOW" recorded in your child's file, after 3 "NO SHOW" recordings, you will have a "**WALK-IN**" status for **1 year from the date of your last NO SHOW**. This means that you may experience a greater wait time before our providers can see your child.

We do not want to have to take these actions but in a regular work-day a good 30% of our patients are no-shows. In this manner we lose the ability to see more urgent appointments interfering with the health care of others and capital essential to the continued operation of Noah's Ark Pediatrics.

Please respect the time of our pediatricians and the healthcare of other patients. Thank you in advance for your cooperation on this urgent matter

Important Information

<u>Providers:</u>	Dr. Eunice Lee, MD Matthew Baylon, PA-C Riley Frenak, PA-C
<u>Office Manager:</u>	Karin Moreno
<u>Phone Number:</u>	(623) 931-5001
<u>Fax Line:</u>	(623) 979-8268
<u>Address:</u>	17560 N. 75 th Avenue, Suite 400 Glendale AZ, 85308
<u>Website:</u>	www.noahsarkpediatrics.com
<u>Facebook:</u>	noahsarkpediatrics

Concluding Remarks

Welcome once again to Noah's Ark Pediatrics where your child's health and family's well-being is our priority!

Staff of Noah's Ark