

Shakti K. Matta MD, MS, FAAP

Pediatrics for You, PLLC

6802 W Rio Grande Ave, Kennewick, WA 99336

PH: 509-572-2201 FAX: 509-783-8844

Appointment Policy

It is our intention to provide your children the best care possible at all times and to accommodate as many requests as is realistic and feasible. It is within this context that we ask you to take a few moments to review policies that affect the way services are provided.

Scheduling an Appointment

- **Schedule an appointment by calling 509-572-2201.**
- **You can also make an appointment through our website or through our patient portal(only for current patients enrolled in the portal)**
- Walk-in patients are offered the first available appointment.
- **Schedule same day appointments for ill visits.** Appointments are used on a first available appointment basis.
- **Appointment Types:** Appointments can be made for different reasons: acute care for sick children, well child visits and immunizations, or for follow up of ongoing conditions like asthma or ADHD, or for specific procedures like wart removal.
- **Please do not insist** on scheduling sick visits and procedures with well child visits as your insurance will not pay for both at the same time and you may be responsible for the rest of the balance. It also helps to maintain the focus of the visit. Please be specific for appointment reason.
- **Appointment reminder:** We will remind you of your appointment a day before the appointment. Please make sure we have the correct phone number to contact you.

In the Office

- **Arrive at least 15 minutes before your appointment.** Please remember that all insurance requires that insurance data be updated prior to each encounter. This usually takes a few minutes. If this is not done, your insurance may deny your claim. We do not want time spent on administrative requirements to limit your time with the doctor.
- **Patients who arrive on time are seen at their appointment time.** Patients who have arrived on time will be seen ahead of those who arrive late.
- **Call ahead if you are late or unable to make your appointment time.** We will do all that we can to accommodate your child's appointment and to minimize the need to reschedule your appointment.
- **Late arrivals (>15 minutes after scheduled appointment)** under certain circumstances; it may not be possible to accommodate late arrivals and they will be offered the next available appointment.

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- **Missed Appointments: You may incur a no-show fee for the missed appointment.** The no-show charge will be waived if you contact the office more than 24 hours prior to your appointment. If you miss three scheduled appointments, we may terminate our professional relationship with you.
- **Appointments for additional children should be made by phone prior to coming to the office.** If you would like another child to be seen, please schedule appointments for both children by phone prior to coming to the office.
- **Turn off cell phones in the office and examination rooms.**

Preparing for your Appointment

- **Please bring the following items with you:**
 - Current Insurance and/or medical coupon.
 - Immunization Record: most recent available
 - List of medications your child is taking, both prescribed and over the counter with name, dose, and instructions.
 - List of Questions: write down your questions appropriate for today's visit.
 - Play & Comfort Items: Your child's favorite books, games or music (with headphones.)
 - Authorization for treatment if you are not the legal guardian.

After Hours Call Service

- **Please limit after-hour calls to urgent issues and emergencies.** For refills, appointment requests, and other non urgent matters, you may leave a message or call the office during regular hours. If leaving a message:
 - Leave your child's name and date of birth.
 - Be sure to leave a callback number.
 - Disable your call block feature.
- **To speak to the Physician directly** after hours, please follow the phone instructions.

We are here to provide the best care we can to your children should the need arise. As always, we welcome the opportunity to care for your children and appreciate your trust in the services we provide.