

North Wake Pediatrics

Access Policy

Implemented May 12, 2018

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Appointment requests are triaged by Front Desk and consider the following:

- a. urgency of the condition
- b. patient preferences
- c. schedule availability

If there is a question concerning urgency, the front desk will notify the provider to speak with the patient/parent/caregiver to make a determination.

Sick visits: Sick visits involve an illness or injury with recent onset of symptoms, including acute symptoms such as sore throat, flu symptoms, UTI symptoms and fever. Sick visits are scheduled within 24 hours of patient report.

Routine visits: Routine visits include appointments for medication follow-up, reviewing lab results, chronic condition management, and the re-evaluation of a prior illness/injury. Routine visits are able to be scheduled within 7 days of request.

Well Child Checks: Wellness child checks are important to monitor growth and development. Wellness exams are able to be scheduled within 14 days of a requested appointment.

New patient appointments: New patient appointments are required for patients who are new to the practice or who have not been seen in the last 2 years. New patient appointments are able to be scheduled within 14 days of patient request.

Same day appointment: Same day appointments are available for routine and urgent care based on patient preference and need. Same day appointments are monitored to ensure same day appointments usage and availability. Same day appointments are always reserved until the day of service. Each provider will have a minimum of 2 same day appointments in their schedule.

Walk-ins: Not Available. We do, however, offer same day appointments.

Office Hours: For convenience, our office is open extended hours on Tuesday, Thursday and Saturday. Call 919-848-2167 for an appointment.

Monday	8am-5pm
Tuesday	11am-7pm
Wednesday	8am-5pm
Thursday	11am-7pm
Friday	8am-5pm
Saturday	Closed
Sunday	Closed

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After Hours Care:

For an emergency, dial 911.

For patients requiring urgent care after hours, a provider may be reached by calling 252-432-2497. The provider will determine the best course of action for the patient which may include one of the following: simple clinical advice, visiting urgent care or emergency care, making an appointment for the following day and meeting the provider in the office. **Text messages are not monitored. Please do not text this number if your child is sick.

Alternative Encounters:

Our practice offers telemed encounters, per patient request, for some routine and follow up care when physical assessment is not required. Telephone encounters are billed the same as if the medical services were provided at an in-person appointment. Telephone encounters are for medication checks, lab results follow-ups, other follow-ups and as the provider determines appropriate.

No Show Appointments:

No show rates are monitored weekly. No show rates are calculated by dividing patients who missed their scheduled appointments by the number of patients who were scheduled for an appointment, regardless of when the appointment was made. Appointments are marked no show when patients fail to notify the practice 24 hours prior to the appointment. Patients who miss scheduled appointments will be notified to reschedule.

Improving Access to Care:

Our practice monitors same day access to care for routine and urgent care appointments, appointments, no shows and appointment availability against our practice standards. At least annually, access to care is addressed in our weekly staff meeting and adjustments to this policy are made as appropriate.

Patient/Parent/Caregiver Access to Patient Health Information:

Patients may visit their portal 24/7 to view visit notes, in-house laboratory values, medication lists, upcoming scheduled appointments and patient education materials. The portal may be reached here, <https://6973.portal.athenahealth.com/>.

Patient Electronic Messages Medical Questions:

Non-urgent:

Patients may also submit a non-urgent medical question to be answered by the provider. These non-urgent messages will be answered by the end of the next business day.

*****Patients should NOT use the patient portal or text messages for urgent medical advice.**

Patient Telephone Messages for Medical Questions:

Non-urgent:

Patients may telephone the office during office hours or after-office hours for non-urgent medical advice. Messages will be returned within 24 hours during office hours and by close of business the next business day, if the message is left after-hours.

Urgent:

Urgent phone calls during business hours will be returned by close of that business day. Messages left after-office hours will be returned by the end of the next business day.