



Pediatric Associates of Williamsburg

Thank you for helping us serve you better.

- If your child, or any family member, is feeling ill, please obtain a mask from the front desk. It is important to wear this mask during your entire visit.
- Insurance card(s) and photo identification of the child's legal guardian are required at each office visit.
- Please do not use cell phones while interacting with staff. For privacy reasons, photos and video are not permitted while in our office.
- Insurance co-payments are collected at patient check-in. There is a fee for billed co-payments and returned checks.
- You may incur additional charges for well-child visits if portions of the exam are not covered by your insurance company or if concerns in addition to well-child services are addressed.
- It may not be possible to address all problems and concerns at your visit today. An additional appointment may be required to ensure quality of care for your child.
- If you arrive more than 10 minutes after your scheduled visit time, you may have a longer wait time. If you arrive more than 15 minutes late, it may be necessary to reschedule your appointment. All missed appointments are subject to a 'no show' fee.
- Please allow three business days for prescription refills and referral requests.
- A fee may be charged for completion of medical forms or copies of medical records. All requests require five business days' notice.
- If you are still in the waiting room 20 minutes after your appointment time, please check with the front desk staff.
- Please verify your child's name and information on all discharge papers and printed documents before leaving our office.
- MyCHKD gives you secure, online access to your child's medical records and related services. Ask us about signing up today!
- **We value your feedback** and would appreciate your response to a follow up survey you may receive. We also welcome comments, questions or concerns through our suggestion box.

