



# Office Arrival Process

We strive to provide an easy and fast check-in process.

- 1** Our automated system will send you a text and email to pre-register for your appointment **4 days prior** to the scheduled appointment.



Please make sure to complete this as thoroughly and accurately as possible. It allows us to be prepared for your visit and provide the best possible care.

- You will be asked to review your demographics and insurance information.
- **For well checks** - You will be asked developmental and screening questions. You will be asked detailed questions about your child.
- **For all other visits** - You will be asked detailed questions about why you child is coming to the office. Please answer as thoroughly as possible.
- If your child has a chronic condition, we may ask additional screening questions. These include depression, anxiety and ADHD screening questions. These are essential for high quality care.

- 2** If you are unable to complete your previsit paper work, a nurse will reach out to you to ask the questions over the phone. They will initially do this by text to find a time to talk.



- 3** **When you arrive for your appointment:** click on the text or email alert from our automated system informing us you are in the parking lot and ready to come in. If you do not hear from us within 5 minutes, please call the office.

## SICK VISITS

Please wait in your car, we will bring you in as soon as possible. This ensures the health of our other patients and staff.

## WELL VISITS

You are welcome to enter the **Well Visit** side of the office, check in and use the waiting area inside. Please ring the doorbell or call the office for entry.