



Office Policies

Office Hours

The office is open from 9:00a to 5:00p, Monday thru Friday. Last appointment of the day is at 4:30p. . Office visits are by appointment only. We will try our best to work additional sick/well visits as time allotments allow. If you have questions of an urgent nature after hours, please call our office and follow the directions given on our after hours message. If you have a life threatening emergency, call 911 or go directly to the nearest ER/Hospital.

Appointments

Appointments are made for all new patients, well checkups, rechecks, and sick visits. The number of available well appointments is determined by the time of the year. In the winter time there are fewer well appointment times than in the summer. Please make your well appointment as far in advance as possible. Cancellations should be made at least 24 hours in advance in order to allow us to offer your appointment time to other patients needing care.

A parent or legal guardian must accompany all children/teens under the age of 18. The parent/guardian may complete an authorization form for another designated person to seek medical care for their child/children (see Permission to Treat form).

Well Child Visits

Please note that well visits are entailed to cover “well issues” (growth, development, routine screening, etc.). Your insurance company dictates these guidelines. If your child is being seen for a well visit and you have additional concerns, you may need to schedule another appointment. If you choose to have a well and sick appointment at the same visit, or a procedure that requires follow up care, you will be responsible for any additional charges your insurance company dictates, including but not limited to a second co-pay/deductible/or co-ins.

Cancelled and No Show Appointments –**All Cancellations Require 24 Hour Notice**

There may be a penalty/charge for missed appointments not cancelled 24 hours in advance. Repeated abuse of this may result in your child(ren) being discharged from this practice.

Phone Calls

Office Hours: All patients are encouraged to call the office at 928-458-5470 with any questions. Phone calls are a major part of any Pediatric Practice. Our office staff can answer many routine non-clinical questions. However, for medical related questions or problems, the non-medical office staff is not able to give any medical advice. Therefore, the Pediatricians, Nurse Practitioners, or Medical Assistants return all medical related questions.

After Hours: Calls should be limited to problems of an acute nature, which require attention before the office reopens. If your child or teenager becomes acutely ill after office hours and you cannot wait until the next morning, please call the office number 928-458-5470 and follow the prompts.

Prescriptions

If you need medication/prescription refills please call your pharmacy and the pharmacy will fax your refill request to our office. Please allow 72 hours for all medication refill requests to be processed. To avoid running out of your medication

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call the pharmacy at least 3 days before your prescription runs out. It is the policy in the office that no NEW medication is prescribed without the patient being seen in the office. Furthermore, it is the providers' general policy not to phone in antibiotic prescriptions. If your child is sick enough to require an antibiotic, we highly encourage he/she be seen.

Late Policy

We request that parents arrive 10 minutes prior to their child's scheduled appointment to complete any necessary paperwork. If you are more than 10 minutes late to your appointment it is very likely that you will be asked to reschedule the appointment. We strive to provide efficient and quality care and are unable to do so if you are unable to make your appointments on time.

Referrals and Prior Authorizations

The referral process can take up to 7-10 *business* days. This also includes authorizations for medications and procedures. Our office will contact you with additional information once the prior authorization or referral has been obtained.

Test Results

Our office will contact you with results once we have received them. If it has been longer than 7 days please contact our office.

Professional Fees

Our fees are reviewed and updated on a yearly basis. Office visit charges are based on severity of illness; records/labs ordered and/or reviewed, examination, time spent both with patient and reviewing records, and counseling time with parent and/or child.

I have read and understand the office policies of Yavapai Pediatrics and I agree to its terms. I also understand and agree that such terms may be amended from time to time by the practice.

Signature of Patient or legal representative

Relationship to Patient

Date

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