

Treatment Policies

When You Can Call

Our office has extensive office hours to better serve you.

We are open to answer phones

M-Thursday 7 am to 7 pm * and Friday 7 am to 5 pm.

Saturday and Sunday 7 am until we are done seeing patients (often between 11am and 12 pm)

Phones are on at 7 am.

We'll Stay as Long as Needed, But We Love to Be Home with Our Families as Much as You Do

Please note that our stated office hours may vary depending on patient need. At times, if patient demand does not warrant keeping staff and doctors for extended periods of time, the office may close earlier than the times listed. It is always best to call the office early to ensure that the staff is still available to meet your needs. Our phones are available to receive calls beginning at 7 am.

When To Call For Routine Care or Immediate Needs

As with many physician offices, we handle a large volume of telephone calls. Please consider the following suggestions when you call so that we may better assist you quickly.

Mondays and Fridays are our busiest days and early morning and late afternoon our busiest times for phone calls, so unless your concern is urgent, you may wish to call on a different time or day.

We are happy to offer a wonderful nurse on call service for after hours calls. We use DeVos Children's Hospital Nurse on Call. They will receive your call, triage it, and offer advice. If the case warrants, the doctor on call will be paged to offer additional advice. There is no charge for these calls, but we do ask that if your question is of a routine nature that you call during our normal office hours so that our staff can manage the issue for us.

To reach our after hours service please call 616-534-9881.

Payment and Insurance Policies

Copays are due at time of service

If you have an insurance plan that we do not contractually participate with, we will bill your insurance for you as a courtesy, but the patient will be held responsible for non-covered services

We accept cash, personal checks, and Visa, MasterCard and Discover

We offer cash discounts for patients without insurance

Confidentiality of Medical Records

The original medical records of a patient are considered to be the property of the practice. The information contained in the medical record belongs to the patient. Information cannot be released to anyone, including the patient or patient's parents unless an authorization is completed by the patient or the patient's parent (if the patient is a minor). Patients may be charged for copies of medical records.

Parents may add additional individuals with whom we can discuss private health information for a patient, if desired.

Well Visits

We recommend well visits according to the American Academy of Pediatrics at 2 weeks, 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months and age 2 and yearly thereafter.

School forms and sports physical forms can be filled out if your child has had a complete physical within the previous year (school requirements may differ, however). To download these forms visit the Form Library section.

Vaccine Policy

Vaccines have made a tremendous impact on the health of our children. We administer vaccinations in accordance with the recommendations of the American Academy of Pediatrics. We are happy to discuss these vaccines with you, and have worked with alternate schedules with our families when requested, but we do require that your child receive these vaccines to better protect them against serious illness. If you have questions regarding this policy, please discuss them with your physician.

Our current standard schedule for vaccinations is as follows:

at birth: Hepatitis B

1 month: Hepatitis B

2 months: DTaP, HIB, IPV, PCV, Rotateq

4 months: DTaP, HIB, IPV, PCV, Rotateq

6 months: DTaP, HIB, PCV, Rotateq

9 months: Hep B

12 months: PCV, IPV

15 months: HIB, MMR, Varivax

18 months: DTaP

5 years: DTaP, IPV, Varivax, MMR

12 years: Menactra, Gardasil (3 part series for female patients) -these are currently optional, but recommended)

age 12-14: TDaP

Allergy Injections

We offer the ease of doing your child's allergy injections right at our office. It is our policy that the first injection of any given vial be given at the allergist to ensure that dosing is correct, and any subsequent dose from that vial can be given at our office. It is the responsibility of the parent to order the serum and make sure it is delivered to our office prior to our first administration.

Appointments should be made ahead of time and hours are Monday-Thursday 8:30-5 and Friday 8:30-4pm. The patient does need to wait in our office for 20 minutes after the injection to be checked by our staff to ensure no reaction.

If the patient is more than 2 weeks late for an injection, they must return to the allergist for that injection as the reaction may be more severe.

It is recommended that your child not exercise for 1 hour prior and 4-6 hours after receiving their allergy shot.

Please notify the staff if your child has taken an antihistamine within 1 hour of the allergy injection. A physician must be present in the office for an allergy injection to be given. Our busiest time for allergy shots is from 4-5 pm, so if you are able to avoid these times, it is advisable.

Prescription Medications

To ensure the best care for your child, including proper diagnosis and treatment, our doctors will not phone in antibiotic prescriptions without an office visit. We will be happy to phone in eye drops for pink eye, diaper creams when necessary, and other medications at the individual doctor's discretion. You may request prescription refills at anytime. Our prescription refill line is available 24 hours a day, 7 days per week by calling 616-534-9881 and selecting the prescription refill prompt from the main telephone menu.

Please be aware that prescription refill requests are only picked up during normal business hours. Messages left on weekends or at night will not be picked up until the next business day. The physician may require that the patient be seen in the office before refilling certain medications. Please allow at least 48 hours for prescription refills.

To ease your use of the prescription refill line, please have the following information available at the time of your call:

Daytime call back number

Physician's name

Any known medication allergies

Name of medication

Dosage information including milligrams and instructions

Quantity of pills requested

Name and location of the pharmacy you wish to have the prescription called into along with the phone number, if possible.

For information on controlled prescription substances, see ADHD.

X ray and Lab Results

It takes anywhere from 24-72 hours to get x-ray or lab results (sometimes longer depending on what has been ordered). Generally routine negative labs are not called to the family unless requested by the family or a change in management needs to occur). We recommend that you call our office after 72 hours if you have not heard from us and wish to know results.

ADHD

We care for a wide range of behavior pediatric issues, including ADHD. If you are concerned that your child may have ADHD or ADD, we request that you have him or her tested at their school or with a psychologist prior to your appointment with us. This may include behavior checklists, IQ testing and testing for hearing, disabilities, and issues of mental health. Once this testing is completed, please bring a copy of the testing to your doctor for review. This will allow the doctor to spend time looking at the paperwork in advance, making better use of your time during your visit.

Regarding picking up prescriptions for your stimulant medication:

Because stimulants are considered controlled substances by the FDA our office policy is as follows:

1. We require 48 hours notice to refill controlled substance prescriptions.
2. Controlled substance prescriptions should be signed by your child's primary care physician.
3. All controlled substance prescriptions must be picked up in the office.
4. You may leave prescriptions refill requests on the prescription line, it is checked several times daily.
5. You must provide a picture ID to pick up the prescription.
6. You are required to sign for the prescription.

Controlled substance prescriptions include: Adderall, Concerta, Daytrana, Metadate, Ritalin, and Vyvanse.

No shows and cancellations:

We understand that life's circumstances can sometimes cause you to be late or miss an appointment. If you need to cancel an appointment, we require 24 hour advance notice in order to make that time slot available for another patient who may need it.

We think of our doctor/patient relationship as just that, a relationship. Like any good relationship communication is very important to maintain health and function. If you are unable to communicate with us regarding appointment cancellation and other necessary information than our relationship becomes dysfunctional and one that is not beneficial for

either party. We will do our best to stay in good communication and keep our commitments with all of our clients because it is important to build trust with them this way. We hope for the same courtesy from our patients in order to provide the best possible care for their children.

In order to best communicate our expectations to you as a patient we have created a policy which is designed to provide the best care for children by giving those who have scheduled appointments the full attention they need. If you fail to call and cancel it will register as a “no show”. If you receive two “no shows” this will warrant a fee of \$25.00 for each failure to communicate, and you may be asked to discontinue service with our practice.

We want to help you care for your kids!

We have an open schedule and extended office hours which allows us to accommodate your sick child, usually on the same day. We offer a wide range of services including basic well and sick pediatric care, suturing, burns, and wound care, x-ray and casting of simple fractures, behavioral issues

Our office consists of 5 docs and many helpful staff members who want to make your visit to your office a pleasant one. We are open weekday evenings and both Saturday and Sunday mornings to help you care for your sick child. We believe that it takes a village to raise a child, and we would love to help you care for yours.