

## Inova Cares Clinic for Children Policies

### Appointments and Arrival Times:

Please arrive **20 minutes early** for all appointments. This ensures all paperwork and documentation is completed prior to your appointment. Children can only be seen by appointment. We are unable to accommodate walk-in appointments outside of the Walk-In clinic dates and times (see below). Children in need of a same day sick appointment when we have no open appointment slots may need to be seen at an Urgent Care or Emergency Department.

### Late Arrivals:

Please be aware that if you are more than **5 (five) minutes late** to your scheduled appointment, we **WILL NOT** be able to see your child at the scheduled time. The appointment **WILL** be rescheduled.

- If your child is scheduled for a sick visit that day, a nurse will be happy to determine if the child should go to urgent care or is stable enough to be seen later in the day or on another day.
- If your visit that day is for a well-child or follow-up appointment, we are happy to reschedule the visit for later in the day (**if there is a space available**) or for another day that works better for your schedule.

This is done as a courtesy to others and to decrease wait times. Thank you for helping your clinic to run more smoothly and efficiently.

### Cancellations:

We ask that, when possible, you show consideration by calling 24 hours in advance if you are unable to keep an appointment. This will allow us to offer that appointment to another patient who needs to be seen.

### Wait Times:

Inova Cares Clinic for Children strives to provide excellent care to our patients and families. As a teaching facility, this means preparing our doctors to work in a busy clinic and ensuring they have the support and knowledge to provide quality care. Resident Physicians (licensed doctors training in pediatrics) receive professional guidance from our Supervising Physicians. At visits, you may see either both types of doctors or only a supervising doctor. These additional steps to provide excellent care may result in a longer wait time than you might experience at a non-teaching clinic.

### Paperwork:

The clinic is happy to complete paperwork for families as needed. As we are a high volume clinic we ask that you allot 5 – 7 business days for the completion of paperwork. Staff will contact you directly when paperwork is ready. If you are a Health Care Agency, that paperwork will require 10 -12 business days.

### Walk-in Appointments:

ICCC now offers a walk-in clinic **Monday—Thursday**. The walk-in clinic is **ONLY** for children with minor illnesses. You must arrive at the clinic between 8am—8:30am and you will be seen in the order of arrival as soon as the doctor is available. There is a limited number of these appointments available each day. The clinic does offer additional sick visits throughout the day, but those visits require an appointment.