



Dear Parents,

On behalf of the entire team at Rainbow Pediatrics, we would like to extend a warm welcome to you and your family. We are honored that you have chosen us to provide healthcare for your child(ren). As a new patient, we would like to provide you with information about what to expect during your visit.

**Office Hours:** Monday-Friday from 7:00 am–5:00 pm and Saturday 9:00am-11:00am (walk ins only). Our phones are answered 7:00am–5:00 pm daily and 9-11:00 am on Saturday. A triage nurse is available 8:30am-4:30pm Monday through Friday and on Saturday from 8:30am-10:30 am. An “on call” provider is available between the hours of 5:00pm-10:00pm and during overnight hours our phones are answered by a service. (please note additional fees apply for late night calls). You may also communicate with us via your patient portal. Don’t know how to login – ask one of our friendly front office staff and they will be happy to assist you.

**New Patients:** Please arrive 15 minutes prior to your appointment time with your insurance card and a new patient paperwork. The new patient forms can be found on our website at [www.rainbowpediatrics.com](http://www.rainbowpediatrics.com). Please bring any previous medical records and immunizations history if you are transferring to us from another practice.

**Late Appointments:** If you arrive after your scheduled appointment time, we may have to reschedule your visit. Everyone’s time is valuable so please be sure to arrive on time.

**Cancellations and No Shows:** We understand emergencies and illnesses are not planned and are often unavoidable. We don’t want to lose anyone so please see our policy on no shows and cancellations.

**Payments:** We accept cash, check and major credit cards. All co-pays are due prior the visit at check-in and are not billable. Failure to keep your account current may lead to the inability to schedule appointments until a payment plan has been arranged.

**Emergent Care:** We operate by appointment only but do offer walk-ins every weekday morning beginning promptly at 8:00am for established patients only. We also offer walk-in hours on Saturdays from 9:00am-11:00 am.

**Prescriptions/Refills:** Refills for all medications need to be requested at least three business days (M-F) in advance. Please note your child may be required to see one of the providers before a refill is issued.

**Forms/Medical Records:** There is a form fee for completion of school and camp forms. Please allow seven to ten business days from the time of request to complete all forms. Forms needed within 48 hours may incur an additional charge. There is a medical record copy fee per child, per chart. Please allow 30 business days for the completion of medical records.

**Well Visits:** We will check your child's vital signs, including height, weight, blood pressure, etc. at each visit. These will be plotted on a growth chart and reviewed with you and your provider. Your provider will discuss age appropriate expectations for growth and development, perform an assessment and physical examination of your child, and allow you an opportunity to ask questions. At the end of your time, the clinical staff will perform any necessary labs and immunizations agreed upon by you and your provider.

Should you have any questions about the office, please do not hesitate to contact us. We are happy to assist you. Thank you for trusting our team to care for your child. We promise to do our best to exceed your expectations and to provide a positive, memorable experience for you and your family. We are committed to offering you exceptional healthcare and we look forward to watching your child grow up with us.

Sincerely,

All Providers & Staff

**RAINBOW PEDIATRICS**