

Welcome Guide: Understanding Our Policies

For All Visits

Please do not forget to:

- Schedule an appointment
- Bring a current immunization record
- Bring all relevant medical information (ex. discharge paperwork for newborns, ER & hospital visits)
- Bring current insurance information
- Ensure the doctor listed as your PCP (for HMO or Medicaid) is a Blue Fish doctor
- Be on time and come early if your insurance or demographic information has changed

Initial Visits

The first time you visit Blue Fish; there are some forms you must fill out prior to being seen. To make the process of filling out forms as painless as possible, we have put all our new patient forms on our website. If you have internet access, please download and print the forms off our website or request them via email so you can fill out the paperwork in the comfort of your own home. If you do not have access to the internet, we can fax or mail the paperwork to you. If you are unable to fill out the new patient forms before you arrive at our office, please come thirty minutes prior to your appointment so that you will have ample time to complete the forms.

Newborn Visits

If your newborn was in the hospital for less than 48 hours, please schedule an appointment for a newborn follow-up visit two to three days after discharge. Appointment slots are always reserved for newborn babies. Please make every effort to schedule an appointment with as much advance notice as possible.

If your newborn was in the hospital for more than 48 hours, please schedule an appointment for a follow-up visit 7 - 14 days after discharge. Appointment slots are always reserved for newborn babies. Please make every effort to schedule an appointment with as much advance notice as possible.

If your newborn was discharged from the hospital with special follow-up instructions from the doctor, please call us and schedule your appointment accordingly. Again, appointment slots are always available for your newborn. Please make every effort to schedule an appointment with as much advance notice as possible.

Well Visits

For well child care, such as immunizations and check-ups, please make an appointment as early as possible (at least two to four weeks prior to the requested date). Demand may vary throughout the year so we encourage you to call as early as possible to schedule a well visit. Please arrive at least 15 minutes prior to your appointment time so that any required paperwork (ex. change of address or telephone number) can be handled before your scheduled time.

BLUE FISH

P E D I A T R I C S

www.bluefishmd.com

Sick Visits

Please contact our office for an appointment as soon as you think you might need to be seen. If you need help determining if you should duke it out at home or get checked, please call as early in the day as possible so that we can guide you through the decision making process. We will see sick children the same day you call if the call is received before 4 pm. Please understand that there may be an extended wait in the office depending on the number of sick patients added to the schedule that day.

Missed Appointments Policy

Blue Fish Pediatrics endeavors to provide timely and convenient service. Patients who come late, unprepared, or without an appointment, inconvenience those patients who are on time, prepared, and call in advance to schedule an appointment time. If you have an appointment and you cannot make it or are going to be late, please contact us to either cancel or re-schedule your appointment at least 1 hour before your appointment time. This will enable us to see patients as timely as possible.

In order to protect your time, patients who:

- have missed their appointment by being more than 20 minutes late (this is considered a no-show)
- have come unprepared for their visit (ex. their primary care doctor listed with Medicaid has not been changed to a Blue Fish doctor),
- or, have dropped in for an office visit without an appointment

will have the option to either reschedule their appointment or wait until the next available appointment. We will always do everything to ensure that your child is seen as soon as possible.

If you have any questions at all, please do not hesitate to call us.

Policy on Continuity of Care

As a growing practice with multiple locations throughout the greater Houston metro area, we continually strive to provide the highest quality of care for your children. Although we are guided by the same philosophy, we operate as separate practices. This ensures that none of the offices become overwhelmed and allows for the smoothest delivery of care to each and every child.

In our experience, we have found that continuity of care plays an important role in record keeping and communicating relevant health information for each child. For the best continuity of care, please address all concerns regarding your child to your primary office.

We kindly ask that you do not schedule appointments for your child at another Blue Fish location unless you wish to be permanently transferred to that location.

Thank you for your understanding.