



Doctors Fox and Fields

Serving Our Community Since 1982

Appointment Policy

This policy has been setup to allow us to better serve our patients with all appointment needs. In most cases, sick visit appointments are made on the same day that you call. Because babies have several checkups during the first 2 years, we usually make your next checkup appointment at the end of your visit as you check out. Patients are seen by appointment to reduce the waiting time. If you feel that you have a situation that needs immediate attention, please call before coming to our office. This will allow us the opportunity to notify your doctor and their nurse of your situation, and if an appointment is not available direct you to the proper immediate care facility.

Setting Appointments

If you feel your child is sick, please call our office and one of our receptionists will be glad to help you. There are often several questions that the receptionist will ask in order to better serve you. Upon answering, you will be given an appointment or transferred to speak with a nurse. In this case, please leave a message and the nurse will call you back.

The following are *some* of the reasons for this necessary protocol:

1. Some symptoms may be treatable over the phone
2. Some symptoms should be treated over-the-counter
3. The nurse may need to send you for a lab or x-ray procedure prior to your appointment
4. The nurse may need to refer you to a specialist
5. The nurse may need to discuss your detailed problem with your doctor in order to schedule an appropriate amount of time with your provider.

Siblings

If you tell the receptionist that you have more than one child that needs to be seen, an appointment will be scheduled for each child but with adjoining times, if the schedule allows, otherwise as close together as possible. There will be a fee for each child seen.

Checkups

Visits for well children are primarily scheduled in the morning. This allows adequate time for seeing ill children later in the day. Afternoon checkups are limited so if you need an afternoon checkup appointment, please call early as these appointments fill quickly. Whenever possible, please schedule your child's next checkup before leaving the office.

Rechecks

Appointments to recheck an illness should be scheduled when you are checking out and should be made with the same provider you saw for the initial appointment.

Late Arrivals

For time management purposes, we ask that you be on time to your scheduled appointment. If you are going to be more than 10 minutes late, please call our office to see if we can make any adjustments to the doctor's schedule. In some cases it may be necessary to reschedule your appointment. If you arrive more than 10 minutes late without calling ahead, the receptionist may have to reschedule your appointment for another time because of the doctor's prior scheduled appointments or obligations.

Cancelations

Missed appointments (those scheduled and not canceled) affect all of our patients. If you are unable to keep an appointment, please call and cancel the appointment as early as possible because this will allow another patient to be seen at that time. Your appointment time will remain reserved and not used unless we are notified that you cannot keep the appointment. After 3 missed appointments, your active patient status will be reviewed, and we reserve the right to discharge your child from the practice.