

34<sup>th</sup> Street and Civic Center Boulevard, Philadelphia, PA 19104  
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## NEW ARRIVAL AND LATE POLICY EFFECTIVE SEPTEMBER 1, 2010

Dear Patients and Families,

We would like to explain our new **Arrival and Late Policy** that will start **September 1, 2010**:

### **Please arrive 15 minutes before your scheduled appointment.**

This allows time to register, confirm insurance referrals, and get your child's measurements. Your appointment is scheduled with a doctor or nurse practitioner, but often you will also see the nutritionist or social worker as well. Your appointment may last up to 2 hours.

### **If you arrive late for your appointment:**

- If you are more than 15 minutes late, we will try to fit you in if there is room in your provider's schedule. If you arrive on time for your appointment but without your insurance referral, we may have to reschedule your appointment if it takes more than 15 minutes to obtain it.
- This may mean that you will have to wait until "on-time" patients have been seen.
- Another provider may be asked to see your child if your provider does not have an opening in the schedule for late arrivals.
- If we are able to fit you in to see your two providers, then you may have to wait in between providers to see the second provider.
- If we are not able to fit you in to see your two providers, then you may be given the option to see the doctor or nurse practitioner without the nutritionist or social worker.
- If you are unable to wait to see the providers that day or if the providers do not have room in your schedule to see you, then we will help you to reschedule the appointment.

### **If you arrive early for an appointment:**

- Thank you for arriving early! If you arrive more than 15 minutes early for your appointment, we will try to see you as soon as possible. We may not be able to see you until your scheduled time. Because we follow the appointment schedule, patients who arrived on time for their appointments may be seen before you if their appointment time was earlier than yours.

Please let us know if you have any questions. We value your input!

Sincerely,



Shirley Huang, MD  
Medical Director, Healthy Weight Program



Amanda Holdridge, MSN, CPNP  
Nurse Practitioner, Healthy Weight Program