



Appointment Policy

It is our intention to provide your children with the best care possible and to accommodate as many requests as is realistic and feasible. It is within this context that we ask you to take a few moments to review policies that affect the way services are provided.

Please initial each statement

Schedule an appointment by calling (515) 349-1820. We are not able to schedule, reschedule or cancel appointments through the patient portal.

Arrive 10 minutes early.

We may require questionnaires or forms to be updated at your appointment.

Also, please remember that all insurance requires that your insurance data be updated prior to each encounter. This usually takes a few minutes. If this is not done, your insurance may deny your claim. We do not want time spent on administrative requirements to limit your time with the doctor.

Same-day appointments for sick visits. We do our best to accommodate as many patients as possible. Appointments are given on a first-available basis.

We require a 24-hr notice for all canceled or rescheduled appointments. A 'No-Show' charge of \$100 will be incurred without a 24-hr notice to the office. Please call us at 515-349-1820 to cancel or reschedule.

Late arrivals (>15 minutes after scheduled appointment time) will be offered the next available appointment. In these cases, a 'No-Show' charge (\$100) for the lost appointment will apply. While we will do all that is possible to accommodate requests, the first available appointment may need to be rescheduled for a different day.

After a total of three late arrivals, or three canceled/rescheduled/no-show appointments without 24-hour notice, or any combination of three of these infractions Rapha House Health may require the patient to be discharged from our care.

Well Visits. We follow the recommendations of the American Academy of Pediatrics for well visit schedules. The schedule allows your provider to identify, monitor and track your child's healthcare needs as well as establish a baseline for comparison with illness. The well visit schedule is as follows: 3-5 days, 1- 2 weeks, 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, 30 months, 3 years, and then yearly until 18 years. If you have any questions please discuss with your provider.

If at your scheduled well visit, your child is ill or the provider concludes that your child is ill, that appointment will need to be changed to a sick visit. The well visit will need to be re-scheduled for a later date. Symptoms of illness include but are not limited to runny nose, congestion, cough, fever, nausea, diarrhea, rash, etc.

School Physicals & Sports Physicals. It is the patients' responsibility to inform the office of the need for school or sports physicals. It is also the responsibility of the patient to provide any required forms that may need to be filled out by the physician. The completed forms will not be available at the time of the visit. We will do our best to have the physical forms completed in a timely manner, however, please allow 3-5 business days for completion. Once completed, the office will upload the physical forms to the patient portal, or a copy can be mailed to the patient. Any school physical that is requested after the well visit is completed will incur a \$50 fee at the responsibility of the patient and may also require a separate appointment. Sports Physicals not completed at the time of the yearly well visit will require a separate appointment and incur a \$75 fee at the responsibility of the patient.

Vaccination Appointments. We require 3 weeks' notice for any vaccinations. This allows us to order and have in stock the appropriate vaccinations to meet all our patients' needs. If we are not made aware of your vaccination preference before your appointment a new 'vaccination only' appointment will need to be scheduled.

I have read the Appointment Policy of Rapha House Health.
