

Plateau Pediatrics

Frequently Asked Questions on Our Patient Satisfaction Survey

We conducted our annual patient satisfaction survey during April and May 2026. Thank you to all who shared their feedback with us. Your comments help us understand what matters most to our families and identify ways we can continue improving your experience. Several commenters asked about the following, so we wanted to share those questions here.

Why are sick and well children able to play on the same pegboards in the waiting room?

We understand your concern about keeping children healthy while they're in our office. This continues to be a top priority for our practice as well. We intentionally keep toys, books, and other shared items in our waiting room to a minimum to help reduce the number of surfaces that can harbor germs.

The pegboards and Lite-Brite-style pegs we provide are made with antimicrobial materials. Throughout the day, the pegs are routinely exchanged for clean ones, and the used pegs are washed with soap and high-temperature water. The pegboards themselves are also disinfected regularly.

These measures allow us to offer children something engaging while maintaining a clean environment and reducing the risk of germ exposure as much as possible.

If you prefer, you may check in for your appointment and wait in your vehicle instead of in the waiting room. After calling to check in, we will call you when your child is ready to be brought directly to an exam room.

Why do we sometimes see a different provider instead of our child's regular doctor?

We understand that seeing your child's primary care provider (PCP) helps build a trusted relationship, and we make every effort to schedule appointments with your child's regular provider whenever possible.

However, there are times when seeing another provider allows your child to be cared for sooner or at a time that works best for your family.

Saturday appointments: Our providers rotate Saturday coverage. If your child needs to be seen on a Saturday, you may see a provider other than your PCP.

Appointment availability: Depending on the day and time you are available, your PCP may not be in the office or may already have a full schedule.

Provider absences: Your child's PCP may be on vacation, attending training, or out of the office for another reason.

All our providers have access to your child's complete medical record and health history. Our team works closely together and follows the same evidence-based guidelines from the American Academy of Pediatrics (AAP), helping provide consistent, high-quality care regardless of which provider you see.

Whenever possible, we are happy to schedule well visits and routine follow-up appointments with your child's PCP so you can continue building that important relationship over time.

Why do I sometimes have to wait in the lobby or exam room?

We know your time is valuable, and we also know that waiting with a child can feel especially long! We make every effort to get patients checked in, seen, and on their way as efficiently as possible, while never sacrificing quality care for quick care.

When looking at the amount of time spent in our office, it can be helpful to understand the difference between wait time and elapsed time.

Wait time is the time spent in the reception area or exam room when no part of your child's care is actively taking place.

Elapsed time is the total amount of time from check-in until check-out. This includes wait time, but it also includes all the time spent completing the different parts of your child's visit.

Because every child's needs are different, elapsed time can vary considerably from one visit to another. Some things that may add to the total time spent in our office include:

Patient forms and health questionnaires

New patient paperwork and well-visit questionnaires can take some time to complete, especially when you're trying to do it with children in tow. Completing these before your appointment can help make your visit more efficient. New families can pick up a new patient packet before their appointment, request that one be mailed or emailed, or access new patient paperwork on our website. Established patients can use the patient portal to complete well-visit questionnaires before arriving.

In-house testing

If your child needs testing during the visit, such as a strep, flu, or other in-office test, we may need to wait for those results before your provider can determine the next step in your child's care. Processing times vary depending on the test.

Observation after medications, vaccines, or treatments

For your child's safety, there are times when we may ask you to remain in the office for a period of time after a vaccine, medication, or treatment. This is typically about 10-15 minutes, depending on what your child receives.

Your child's individual needs

Some visits simply require more time than expected. A child may need additional evaluation, testing, treatment, or conversation with their clinician. Just as we don't want to rush another child's care when they need additional attention, we don't want to rush yours.

You can help make your visit more efficient!

Our patient portal can help reduce the amount of time you spend completing tasks while you're in the office. You can complete well-visit questionnaires before your child's appointment, send requested information, ask non-urgent clinical questions, access visit summaries, lab results and growth charts, request prescription refills, and send non-urgent messages to our staff.

Please remember that portal messages are not intended for urgent medical concerns and may not be reviewed until the next business day.

Our goal is always to respect your family's time while providing every child with the attention and quality of care they deserve. We continually evaluate our processes and appreciate your feedback as we work to make your experience in our office as efficient and comfortable as possible.

New patient forms and additional resources: www.plateaupediatrics.com