



Kids First Pediatric Clinic, LLC
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Office Policies

Welcome to Kids First Pediatric Clinic! We're thrilled you've chosen us as your child's medical home. Our goal is to provide a friendly and welcoming environment for parents and children, ensuring quality care in a warm and supportive atmosphere. We look forward to supporting your child's health for years to come. The following information outlines our office policies to help make each visit as smooth and pleasant as possible.

Appointments Policies

Sick and Well Waiting

For your convenience, we provide separate sick and well-waiting areas. If you visit the office with more than one child and one of them is unwell, please proceed to the sick waiting room. Newborns and children here for routine exams, rechecks, or follow-ups from a previous illness (and feeling better) should use the well-check waiting room. This helps maintain a safe and comfortable environment for all our patients.

Sick Appointments:

Sick appointments are available on the same day, ensuring timely care for urgent needs.

Well Child Appointments:

We adhere to the American Academy of Pediatrics' recommended well-child and teen check-up schedule. Please schedule your child's appointment 6 to 8 weeks in advance to ensure timely visits and vaccinations.

Appointment Cancellations:

If you need to cancel a scheduled well or other visit, please notify our office at least 24 hours in advance. This allows us to accommodate families on our waiting list for earlier appointments.

No-Shows Policy:

A \$25.00 fee will be applied to your account for each missed appointment without prior notice. Per our office policy, three or more no-shows may result in dismissal from the practice. This policy is in place to ensure consistent care for your child and timely service for other families.

Late for Scheduled Appointments

A no-show fee will be charged to your account if you arrive late to your appointment. If you anticipate being late, **you don't need to call** our office. For urgent visits, we will do our best to accommodate your child on the same day, though this may result in a longer wait time. For non-urgent appointments, we may need to reschedule for a later date.

After Hours Calls

Providers are available to her patients 7 days a week for emergencies. For routine questions, please call during office hours.

Release of Medical Records

Medical records may be transferred to another physician at no charge for the first time. Each additional copy of records will be available for a \$25.00 fee for copying the first 25 pages, with an additional charge of \$0.25 per page thereafter. Our office will process requests for your child's medical records within 30 business days.

Shot Records & School Forms

Immunization records will be processed within 2–3 business days after your request. Please allow 3–5 business days to complete school, camp, and sports physical forms.

Medication Refills

Please allow our office 72 hours to process prescription refills. Refills will only be handled during regular business hours. For new prescriptions, the patient must be seen in person before any new medication is prescribed.