

**Shoreline Pediatrics & Adolescent Medicine***Bruce Freeman, MD**Karen Goldberg, MD**Eileen Lawrence, MD**Kimberly Peace, MD**Erin Springhorn, MD**Amy Golden, APRN**Krystal Mozny, APRN***Arrival Time Policy**

Dear Patients, Parents and Guardians,

We're working hard to be respectful of your time. Our arrival time policy is intended to maintain maximum access to our providers, and minimize wait times for all patients.

**On-Time Arrivals** - If you arrive by your scheduled appointment time, we will give you top priority to be seen as quickly as possible so you can get back to your busy life.

**Late Arrivals** - If you arrive past your appointment time, you may have to wait longer than we would like for you to be seen or be rescheduled.

- For sick visits and injuries, we will have you speak with a nurse to determine if it is best for you to wait to be seen or reschedule for a later time.
- For physicals, medication checks and other non-acute visits, we may need to reschedule your appointment. Please understand this is so that we can stay on time for other patients.

**If You Are Running Late** – Call us! We understand life happens. *The sooner we know, the more options we have available get you seen and minimize your wait.* If you call before your arrival time, we may be able to:

- Move your appointment to match your arrival time with the same provider, or...
- Switch your appointment to match your arrival time with a different provider (if appropriate for type of visit you need), or...
- If no appointment is available to match your arrival time, and rescheduling isn't an option, we can at least hold time in our schedule to minimize your wait.

**Patient Emergencies** - Patients requiring immediate medical attention will be seen immediately. Occasionally, this may cause delays for non-urgent visits. If this happens, we will do our best to let you know how long you can expect to wait. You can then decide if you would like to wait, or come back at a later time. If you choose to come back later, we will be as flexible as possible with our schedule to accommodate you.

Thank you for your understanding and assistance!

**- The Medical Providers of Shoreline Pediatrics & Adolescent Medicine**