

2018 Appointment Policy

It is our intention to provide your children the best care possible at all times 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.

In the Office

- **Arrive early.**

Please remember that all insurances requires that your insurance data be updated prior to each encounter. If your insurance is HMO or Medicaid, PCP has to be designated to Kenneth Jae Yoon Kim, M.D. prior to the visit. 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.

- **Schedule an appointment by calling 703-246-0022.**

Walk-in is not allowed. There is a \$30 fee for walk-in service and it is not covered by insurance.

- **Schedule same-day appointments for ill visits.**

Appointments are scheduled on a first-available appointment basis. We will do our best to accommodate same day sick visits.

- **Patients who arrive on time are seen at their appointment time.**

Patients who have arrived on time will be seen ahead of those who arrive late. If you arrive late, we may need to abbreviate or reschedule your child's visit.

- **Call ahead if you are unable to make your appointment time.**

We will do all that we can to accommodate your child's appointment and to minimize the need to reschedule your appointment. If you do not call before 24 hours to cancel or reschedule your child's appointment and do not show up, you will be charged \$100 for well visits and \$50 for sick visits. If you call within 24 hours prior to reschedule, you will be charged \$30 for rescheduling fee. There is no charge if you call before 24 hours of scheduled visit to reschedule.

- **Late arrivals (>15 minutes after scheduled appointment) will be offered the next available appointment.**

In these cases, rescheduling fee of \$30 will apply. While we will do all that is possible to accommodate requests, the first-available appointment may *or may not* be on the day the appointment was missed.

- **For patients under 18, parent or guardian must be present at the office.**

We are here to provide the *best* care we can to your children should the need arise. As always, we welcome the opportunity to care for your children and appreciate your trust in the services we provide.

Signature of Parent or Legal Guardian/ Patient (if 18 or older)

Relationship to Patient

Print Name of Person Signing

Date