



## **SCHEDULING POLICY**

Center City Pediatrics Center City schedules appointments Monday – Thursday 9:00am – 7:30pm, Fridays 9:00am – 5:00pm and Saturday mornings 9:00am – 12noon. Prenatal appointments begin at 7:00pm every Monday night.

Center City Pediatrics Bala Cynwyd schedules appointments Mondays and Wednesdays 9:00am – 4pm, Tuesdays 8am – 12pm, Thursdays 9am - 6pm, Fridays 8am – 12pm and Sundays 9:00am – 11:00am.

Availability is determined by a preset schedule template which has been designed to optimize patient flow and minimize wait times. This cannot be altered without MD approval.

### **Appointment scheduling**

Patients may schedule appointments by phone, in person or through requests on the Online Health Record.

### **Walk-Ins**

Center City Pediatrics Center City accepts walk-in appointments Monday through Fridays from 8:00am-8:30am. See the Walk in Policy for further information. Center City Pediatrics Bala Cynwyd does not currently accept walk-ins but always has same day appointments available (see below).

### **Same Day Appointments**

CCP has same day appointments available every day. Priority is given to acute (sick) patients, newborns and infant weight checks. Same day well appointments may be scheduled as appointment availability permits.

### **Well Child Visits**

Center City Pediatrics has a designated Scheduling Coordinator who is trained to work with each physician's schedule and manage appointments according to insurance and medical requirements and/or restrictions. Well slots may be used for acute or follow up visits if not filled within 24 hours of appointment time.

### **Newborn Visits**

Each provider has 2 designated newborn slots per session. Slots must remain available until the morning of the appointment.

**TWO LOCATIONS. ONE GREAT PLACE FOR KIDS.**

1740 South Street, Suite 200 Philadelphia, PA 19146

146 Montgomery Avenue, Suite 200, Bala Cynwyd, PA 19004

[www.centercitypediatrics.com](http://www.centercitypediatrics.com) • 215.735.5600 • [info@centercitypediatrics.com](mailto:info@centercitypediatrics.com)



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**Acute (Sick) Visits**

Slots are preset. Acute slots can be used in advance to schedule follow up appointments, provided a minimum of 6 slots remain open per provider, per location each day to accommodate sick visits (4 morning session slots and 2 afternoon session slots). Sick visits must be made on the day of appointment. In addition, each day 1 provider will be assigned to a full session of sick slots.

**Weekend Appointments**

Weekends are reserved for sick visits and newborn follow ups, at the discretion of the provider on call. The center city office is open on Saturday mornings 9:00am -12:00pm and the Bala Cynwyd office is open on Sunday mornings 9:00am – 11:00am. Appointments are scheduled by telephone by either the on call provider or a triage nurse.

**Parent or Guardians**

Parents/Guardians must accompany the patient unless the appropriate consent has been signed (See Consent to Treat Minor Policy).

**Preferred Provider**

A preferred provider will be assigned to every patient by 6 months of age. This needs to be confirmed or changed at time of scheduling. Well visits will be scheduled with the preferred provider unless the patient requests otherwise or if the preferred provider is not available.

**Appointment Durations**

Appointments are scheduled per the times listed below.

<b>30 minutes</b>	<b>20 minutes</b>	<b>10 minutes</b>
New Patient (well or sick)	Well Child 1 month – 12 yrs.	Acute visit
Adolescent physical	Developmental follow up	Routine follow-up
Complex or new developmental patient	Consult—behavioral issue	Immunization visit

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### **New Patients**

Confirmation of appropriate insurance assignment must occur at the time of appointment scheduling. Center City Pediatrics currently accepts all major commercial insurance types, Health Partners, Keystone Mercy and Aetna Better Health. In addition, all new patients must provide records from their previous doctor, including a copy of their immunization records prior to scheduling the initial well check appointment.

All new patients must arrive 15 minutes prior to their appointment to complete their registration paperwork. New patients must be accompanied by a parent or legal guardian.

### **Newborns**

Newborns are generally covered under the mother's insurance for the first 10 days only. The child's insurance information needs to be updated prior to the one month visit. Patients who have not updated their insurance information by the one month visit will be asked to pay at the time of service.

### **Insurance Changes**

Changes in insurance must be recorded prior to their appointment, or else the patient may be responsible for all charges.

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