



Welcome to Pediatric Neurology at UW / Valley Medical Center

Please take a few moments to review our office policies.

OFFICE HOURS: BY APPOINTMENT ONLY:

Monday through Friday: 8:00am - 5:00pm. Appointments are generally between 8:30am and 4:30pm.

For patients 18 years of age, due to the nature of our practice, it is preferred that you bring a parent and/or guardian with you to your first initial appointment.

THE ROLE OF THE REFERRING PHYSICIAN: Since this is a practice in consultative Pediatric Neurology, it is strongly recommended that each child have a General Pediatrician or a Family Medicine provider. The primary care provider will be kept informed of your child's progress and current neurological status. Your child's primary care provider should be contacted for routine care.

CANCELLATION / NO SHOWS: We make every effort to keep on schedule. Delays can occur. **Please help us keep on schedule by arriving for your appointment at least 15 minutes prior to your appointment time.** If you arrive more than 10 minutes late for your appointment, we may have to reschedule the visit. ***If it is necessary for you to cancel your appointment, you must give us twenty-four hours notice.***

After two (2) failed patient appointments, Dr. Joseph and Dr. Li have the right to release you from their care and refuse to approve any further medication refills if you are an established patient.

If you are late for your appointment, we have the right to reschedule your appointment as this delay affects not only the physician but also others that may come after you.

AFTER OFFICE HOURS: The phone is answered 24 hours a day, 7 days a week via voice mail system. If your call is an ***EMERGENCY***, then dial "9-1-1" or go to the nearest Emergency Room. If you have an urgent issue that cannot wait until the next business day, then you may call the hospital operator at 425-228-4330, then press "0". Tell them that you need to speak with the On-Call Child Neurologist. Please do not have Dr. Joseph or Dr. Li paged for non-emergent calls. In addition, the doctor will not be able to get back to you if your phone rejects unlisted / blocked phone numbers. **Prescription refills are not handled after hours.**

PRESCRIPTIONS: APPROVED DURING OFFICE HOURS ONLY.

If you need a refill on a prescription, you need to call your pharmacy and request a refill. They will contact our office for approval. **We require 48 hours notice when requesting medication refills of any kind.**

FINANCIAL / INSURANCE REFERRAL POLICY:

Co-pays are due at check in, please come prepared to pay. There is a \$30 fee applied to those that do not pay the co-pay on that date of service. We accept payment for any VMC balance you may have outstanding from other departments as well. We accept check, Visa and MasterCard. We do not accept cash.

Medical Insurance: Insurance cards are checked at every visit. Your insurance may not cover the full cost of your charges, regardless of insurance. Payment remains your personal responsibility.

We look forward to working with you and your child.

Thank you.