



Thank you for entrusting us with your child's care. In an effort to ensure optimal physician-patient relations, we request that you read, understand, and adhere to the following office policies.

General information:

Welcome to Children's Center for Gastroenterology and Nutrition. As a Board Certified specialist in Pediatric Gastroenterology and Nutrition, Dr. Erhart cares for patients from birth to 18 years of age with gastrointestinal disease, liver disease, pancreatic disease and nutritional disorders. Training for this specialty requires 4 years of college, 4 years of medical school, 3 years of Pediatric Residency Training, Board Certification in Pediatrics, 3 years of Pediatric Gastroenterology Subspecialty Fellowship Training, and Board Certification in the Subspecialty of Pediatric Gastroenterology and Nutrition. She will be acting as a **consultant** to your primary care physician (PCP) for problems unique to her specialty of Pediatric Gastroenterology and Nutrition. Although your insurance company may not require authorization from your PCP, **this office requires a consult request** from your PCP prior to your child's consultation visit. It will be your responsibility to provide your child's office records including physician progress notes, growth records, laboratory results, x-rays with reports, operative reports or procedure notes. If you are requesting a second opinion, records from your child's other Pediatric Gastroenterology Consultant must be provided.

_____ **Initials**

Office Hours and Appointments*:

Monday-Thursday: 8:00 a.m. - 4:30 p.m.
Friday: 8:00 a.m. - 2:00 p.m.
Closed for lunch daily from 12:00 p.m. - 1:00 p.m.

* Office hours are subject to change

Appointments will be made by phone during office hours only. We do not provide "walk-in" appointments. All urgent medical problems should be addressed with your primary care provider.

Our goal is to provide quality care in a timely fashion. To help us accomplish this goal, we request that you arrive 15 minutes before each scheduled appointment time so that you can complete required paperwork. **Your child must be present at all appointments.**

_____ **Initials**

Nora A. Erhart, M.D.

Board Certified in Pediatric Gastroenterology and Nutrition
Children's Center for Gastroenterology and Nutrition

7350 Sand Lake Commons Blvd. Suite 1100 • Orlando, Florida 32819 • Phone 407 351.0804 • Fax 407 354.0701

Telephone Calls:

If you have a medical emergency, either call 911 or proceed directly to the nearest emergency room. For all other medical problems, the triage nurse will be available during hours of operation as noted above. If your message goes to voicemail please be sure to provide the correct spelling of your child's name, date of birth, reason for calling and the appropriate callback phone number. Please allow at least 48 hours for medication refills. Results of diagnostic studies ***will not*** be provided by telephone. Dr. Erhart will review all results and diagnostic/therapeutic plans in the office during your scheduled follow-up visit. When appropriate, the nurse will review your questions and concerns with Dr. Erhart and call you back within 24 hours. If the triage nurse cannot satisfactorily address your questions or concerns by telephone, you will be required to make an office appointment with Dr. Erhart.

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Missed or Cancelled Appointments and Late Policy:

In order to best serve all of our patients, we must be notified of cancellations at least 24 hours (one full business day) prior to your scheduled appointment. Failure to do so will result in conversion to "no show status". "No Show" will be required to submit payment of \$50.00 before scheduling another appointment. Failure to cancel a scheduled procedure 72 hours prior to the procedure appointment will result in a \$100.00 charge. You will be required to submit a payment of \$100.00 before scheduling another procedure appointment or office visit. Repeated failure to keep scheduled appointments is indicative of noncompliance and is grounds for dismissal from the practice.

We understand that extenuating circumstances occasionally result in your arriving late for an appointment. Unfortunately, that time cannot be recovered and if you are 15 minutes or more late for your appointment, we may ask that you reschedule. We cannot give you another patient's appointment slot. If however, there is an unfilled appointment, that time will be offered.

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I agree to comply with the CCGN office policy as stated above.

Signature of Legal Guardian

Date

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