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Welcome to our practice!

At Maumee Pediatric Associates, we consider ourselves *partners* with parents in the care of their children. We expect to be with you both in times of joy and when there are problems. We seek a long-term relationship with your family as your children are born and grow to adulthood. Our goal is to help raise happy and healthy children by providing excellent well child services along with care in times of illness.

Please take a moment to review some of our office policies and procedures:

Appointment Scheduling: Our phones are answered Monday through Friday from 9:00 AM – 4:30 PM. Our office is closed for lunch from 12:30 PM – 1:30 PM. We are in the office Saturday mornings beginning at 9:00 AM for emergency sick calls only. Since we strive to see our sick patients on the day that you call, our well exams are often scheduled 2-3 months in advance. We ask that you arrive on time to your scheduled appointments. If you arrive more than 30 minutes late, you may be asked to re-schedule your appointment. Please bring your health insurance card and any copayments due to each visit.

No Show and Cancellations: In the event that you cannot make a scheduled appointment, we ask that you give us at least 24 hour notice. This will allow us to accommodate another patient who may be waiting for an appointment. If you do not call to cancel an appointment at least 24 hours in advance, you will be subject to a \$50 fee. Any patient who misses more than three appointments without providing us notification will be subject to dismissal from the practice.

After Hours: For your urgent medical needs, one of our physicians is on call 24/7. The on-call physician can be reached by calling our main office number and following the prompts on the after-hours message. The physician will not be able to help you with refills, test results, appointments, or any other non-urgent medical problem. Please keep in mind that your after-hours call may generate a fee.

Payments: All copayments are due at the time of service. If you are unable to make your copay at this time, a \$10 billing fee will be assessed. Any outstanding balances should be paid upon receiving a statement from our office. We accept cash, check, and credit card (Visa, MasterCard, or Discover). If you have questions regarding your statement, please contact our office during regular office hours.

Forms: Our staff and physicians are happy to assist you with any forms needing completed (school, camp, daycare, work, etc.). In order for a physician to sign a physical form, the patient must be up-to-date with their well care exams. If it has been over a year since the patient's last well exam, please schedule an appointment and the physician can sign your forms after conducting the well exam. If you need a school or work excuse after being seen in the office, please ask our front staff at the check-out counter.

Medication Refills: You can request a medication refill through our patient web portal, by calling the office, or by contacting your pharmacy. Many medications can be sent directly to your pharmacy; however, controlled substance medications must be printed by a physician and picked up in the office by a parent or guardian. In order to continue receiving controlled substance medications (ex: medications for ADHD, Depression, etc.) the child must be seen in the office every 6 months. Please allow 1-2 business days for your refill request to be completed.

Transfer Patients: If you are transferring to our office from another physician, please be sure to have your patient records sent to our office prior to your first appointment. We will not see any new patients without a current immunization record. If you need a transfer request form, please visit our website at maumeedocs.com and click on the *Forms* tab.

Patient Portal: We encourage all of our patients to utilize our patient portal. As long as we have a valid e-mail address on file, you can access your account at patientportal.intelichart.com. You will be required to access the portal for the completion of well care surveys and to view patient hand-outs. The portal can also be used to request medication refills, update your demographic information, request that forms be completed, view lab results, and send non-urgent messages to our staff. Please see our front staff with any questions you have regarding our patient portal.

We thank you for entrusting us with your family's care and we look forward to serving you.

The Physicians and Staff at Maumee Pediatric Associates