



GWINNETT PEDIATRICS & ADOLESCENT MEDICINE

WALK IN POLICY

Our primary concern is the safe, efficient delivery of medical care for *all of our patients*. We *do not* have any set “Walk in Hours”.

We see our patients by appointment and do our best within the limits of circumstances that we can control to see our patients on time. We feel that patients deserve our attention during the appointment time we have reserved for them. We do not encourage walk in appointments, as it interferes with our ability to deliver safe medical care in a timely manner to all of our patients. To that end, we request that all patients call for an appointment time before coming to our offices.

There are very rare instances in which it is appropriate to come in before calling. A life threatening or potentially life-threatening situation is *not* one of these instances. **Anytime that a parent feels that a life threatening medical condition is present, the appropriate course of action is to *immediately* call 911.** EMT's responding can access the situation and provide emergency care and transport the patient to an Emergency Room for further evaluation. It is NOT appropriate to come to the office in such situations. This will needlessly delay adequate medical evaluation and treatment and may put your child in a dangerous situation.

If you arrive at our office without an appointment, we will have our staff assess your child and determine the degree of urgency of your child's illness.

We will triage your child to an appropriate appointment time. You may be asked to return at another time or day. If we feel that the most appropriate and safest course of action is to have your child evaluated and/or treated in an emergency room, we will refer you accordingly.

We ask that all our patients abide by this and all of our office policies. Chronically ignoring or failing to follow our office policies may result in our requesting that you find another pediatric group for your child's healthcare.