



# Blank Children's Hospital

## UnityPoint Health

Dear Parent or Guardian,

Welcome to the Blank Children's Gastroenterology Clinic. All of our staff is committed to family centered care for your child and family. Below are some guidelines to help you establish a successful working relationship with your provider.

### **Blank Children's Gastroenterology Clinic Policy: Late Arrival Policy**

Blank Children's Gastroenterology Clinic makes every effort to keep clinic visits on time. By accepting late arrival patients, other patients arriving on time could be delayed. Patients arriving 15 (fifteen) minutes past their scheduled appointment time, may be asked to reschedule their appointment. Note: if staffing is available, we may be able to ask the patient to wait and be worked in without causing additional delays in the clinic schedule. A late arrival that needs to be rescheduled will be considered a "no show" appointment on the patient's record.

### **Blank Children's Gastroenterology Clinic Policy: No Show Policy**

We request that appointments be cancelled with a 24 hour notice to allow us to schedule other children waiting for an appointment. A "No Show" means that a scheduled appointment has not been kept, and a cancellation call was never received.

Each no show is documented in the patient's medical record. You are contacted regarding each missed appointment by phone and/or with a letter.

If your appointment is an **Initial Consult** and you did not keep your appointment or call to cancel within a 24 hour period, you will not be allowed to schedule further appointments in the Gastroenterology Clinic.

After 3 documented No Show follow-up appointments in a consecutive 12 month period, or 1 documented no show initial consult appointment, your child and any siblings will be discharged from our clinic, and no further appointments will be scheduled unless there is an emergency.

### **Blank Children's Gastroenterology Clinic: Weather Closing Policy**

When bad weather causes the Blank Children's Gastroenterology Clinic to close, an attempt to notify patients and families will be made as soon as possible.

To get this information in the most timely and efficient manner, you may:

1. Watch the ticker messages on KCCI-TV, Channel 8 and WHO-TV Channel 13.
2. Check the web sites at [www.whotv.com](http://www.whotv.com) or [www.kcci.com](http://www.kcci.com)
3. Listen to WHO-AM (1040 AM), KRNT-AM (1350 AM), KIOA-FM (93.3) or your local radio station.

If you experience an urgent situation during a weather-related closing, please call 515-241-6000 and you will be connected to the answering service.

(please see back page)

## **Patient satisfaction surveys**

Our goal is to make sure you are very satisfied with the care you receive.

Following your appointments, you may receive a survey in the mail. Your feedback is very valuable to us. Please take a moment and fill out the survey and return it in the postage paid envelope. When filling out the survey, we hope you can tell us that we provided you with **very good** care.

1. We use these surveys to help us identify areas of improvement for our clinic.
2. We use the information we obtain from these surveys to —educate our staff — continually improve our quality of care —better serve our pediatric patients and families.

If at any time you feel you have not received **very good** care, please let us know. If you would like to talk to one of the management team, for any reason, please give us a call at **515-241-6000**.

Yours in Service,  
Blank Children's Pediatric Clinic Administrator