



Blank Children's Hospital

UnityPoint Health

Dear Parent or Guardian,

Welcome to the Blank Children's Endocrinology 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 Endocrinology Clinic Policy: Late Arrival Policy

Blank Children's Endocrinology 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 Endocrinology 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.

You must cancel at least 2 hours before the appointment time to avoid a No Show occurrence. If you arrive for your appointment more than 15 minutes after your scheduled time, you may be asked to reschedule and the appointment will be considered a No Show.

After 3 documented No Shows in a consecutive 12 month period, your child and any sibling(s) may be discharged from our clinic. We will continue to see your child(ren) for illnesses for 30 days after discharge to allow you time to find a new Care Provider.

Blank Children's Endocrinology Clinic: Weather Closing Policy

When bad weather causes the Blank Children's Endocrinology 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 or 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 Clinic Administrator