



First Georgia Physician Group, LLC

Dedicated to serve and nurture so that we inspire all to live a whole life.

No-Show Policy for Pediatrics

At First Georgia Physician Group, our goal is to provide timely and efficient care to all our patients. To ensure that we can accommodate their healthcare needs, it is important that appointments are kept as scheduled. Missed appointments without proper notice can disrupt our schedule and delay care for other patients.

Policy Details:

1. Definition of a No-Show:

- A "no-show" is defined as an appointment for which the patient does not arrive and fails to provide at least 24 hours' notice of cancellation or rescheduling. If the 24-hour notice falls on a weekend, the patient/caregiver can leave a message with the answering service requesting to cancel.

2. Tracking No-Shows:

- We will track no-shows for all patients within a 12-month period.

3. Consequences of No-Shows:

- After three (3) no-showed appointments within a 12-month period, the patient may be subject to dismissal from our practice following a review by the Pediatric Committee.

4. Notification Process:

- After each no-show, a notification will be sent to the patient's caregiver, reminding them of our policy and the importance of keeping scheduled appointments. Caregivers will receive a call from staff to reschedule their appointment and find out why the appointment was missed.
- After the second no-show, a formal warning will be issued, emphasizing the potential for dismissal upon a third no-show. Caregivers will receive a call from staff to reschedule their appointment and find out why the appointment was missed.
- Upon the third no-show, a review will be conducted by the Pediatric Committee. If the committee agrees to dismiss, then a dismissal letter will be sent to the patient's caregiver, explaining the reasons for dismissal and providing guidance on how to obtain care elsewhere. If dismissed, the patient will be given 30 days from the date of the discharge letter to find another healthcare provider. During this period, we will provide emergency care and any necessary refills to ensure a safe transition.

5. Reconsideration:

- We understand that unforeseen circumstances can arise. If you believe there has been an error or extenuating circumstances that led to the no-shows, please contact our office immediately to discuss the situation with the manager.

We appreciate your cooperation in helping us provide the best possible care for all of our patients. If you have any questions about this policy, please do not hesitate to contact our office.



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Late Arrival Policy for Appointments

Policy Statement: Patients who arrive more than 15 minutes late to their scheduled appointment may be subject to one of the following actions, based on the provider's discretion:

1. **Rescheduling:** The patient may be asked to reschedule their appointment for a later date or time.
2. **Alternative Provider:** The patient may be placed with a different available provider if the original provider's schedule does not permit accommodation.
3. **Wait Time:** The patient may be required to wait until all on-time appointments have been seen before they can be accommodated.

Policy Details:

- **Arrival Time:** Patients are expected to arrive at least 10 minutes before their scheduled appointment time to complete any necessary paperwork and preparations.
- **15-Minute Grace Period:** If a patient arrives within 15 minutes after their scheduled appointment time, the provider will make every effort to see the patient as soon as possible.
- **Beyond 15 Minutes:** If a patient arrives more than 15 minutes late, the provider will determine the most appropriate course of action based on the current schedule and patient load.

Patient Responsibilities:

- **Notification:** Patients should notify the office as soon as possible if they anticipate being late to their appointment. If this is the first appointment of the day, patients/caregivers should leave a message with our answering service.
- **Rescheduling:** If rescheduling is necessary, patients should work with the staff to find a suitable alternative appointment time.
- **Understanding:** Patients should understand that their late arrival may impact the provider's ability to see them in a timely manner and may result in a longer wait or the need to see a different provider.

Provider/ Staff Responsibilities:

- **Assessment:** Providers will assess their current schedule and patient load to determine the best course of action for late arrivals.
- **Communication:** Providers or clinic staff will communicate the options available to the patient upon their late arrival.
- **Accommodation:** Providers will make reasonable efforts to accommodate late arrivals while maintaining the integrity of their schedule for other patients.

By adhering to this policy, we aim to ensure the efficient operation of our clinic and the timely care of all patients.



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Non-Compliance and Zero Tolerance Policy for Bullying

At First Georgia Physician Group, we are committed to providing a safe and respectful environment for both our patients and our staff. To ensure the highest quality of care, it is essential that all interactions within our practice are conducted with mutual respect and professionalism.

Policy Details:

- 1. Definition of Non-Compliance and Irrate Behavior:**
 - Non-compliance refers to repeated failure to follow the treatment plan, office policies, or instructions provided by the healthcare provider.
 - Irrate behavior includes aggressive, hostile, or uncooperative conduct towards staff, providers, other patients and/or guardians, including yelling, threats, foul language, physically or verbally abusive, or any form of harassment.
- 2. Zero Tolerance for Bullying:**
 - Our practice maintains a zero-tolerance policy for bullying, harassment, or any form of abusive behavior towards staff and providers. This includes verbal abuse, physical threats, or any other actions that create a hostile environment.
- 3. Consequences for Non-Compliance and Irrate Behavior:**
 - Patients or Caregivers who exhibit non-compliance or irate behavior will be subject to review by the Provider and review Committee. Based on the severity and frequency of the incidents, the provider may decide to discharge the patient from the practice.
- 4. Notification and Discharge Process:**
 - If a decision to discharge is made, the patient will be notified in writing. The discharge letter will explain the reasons for the discharge and provide information on the next steps.
 - The patient will be given 30 days from the date of the discharge letter to find another healthcare provider outside of First Georgia Physician Group. During this period, we will provide emergency care and necessary prescription refills to ensure a safe transition.
- 5. Support for Transition:**
 - We are committed to ensuring a smooth transition of care. Upon request, we will provide a list of alternative healthcare providers and transfer medical records to the new provider promptly, following proper authorization procedures.

We believe that maintaining a respectful and cooperative environment is crucial for the well-being of our patients and staff. We appreciate your understanding and adherence to this policy.



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Vaccination Policy for Pediatric Patients

At First Georgia Physician Group, the health and safety of our patients are our top priorities. Vaccinations play a critical role in preventing serious and potentially life-threatening diseases. To ensure the well-being of all children in our care and to maintain a safe environment, we have established the following vaccination policy:

Policy Details:

1. **Vaccination Requirement:**
 - In accordance with the recommendations of the American Academy of Pediatrics (AAP), it is advised that all pediatric patients follow the recommended immunization schedule.
 - Patients must receive all vaccines as required by the Georgia Board of Education to attend school and childcare facilities.
 - We do not accept new families who refuse to vaccinate their children.
2. **Rationale:**
 - Non-vaccinated children pose a risk to other patients, especially those who are too young to be vaccinated or those with medical conditions that prevent them from receiving certain vaccines.
3. **Exceptions:**
 - All exemptions will be considered on a case-by-case basis.
4. **Non-Compliance:**
 - Parents who refuse to vaccinate their children, without a valid medical exemption, will be required to sign a vaccine refusal form and could potentially be discharged from the practice.
 - Existing patients who are discharged for failure to vaccinate will be given 30 days to find an alternative healthcare provider. During this period, we will provide necessary medical care and assist with the transition of medical records.
5. **Communication and Support:**
 - Our providers are available to discuss any concerns or questions parents may have regarding vaccinations. We are committed to providing education and resources to help parents make informed decisions about their child's health.
6. **Procedure for New Patients:**
 - Parents of new patients will be required to provide vaccination records prior to the initial visit. These records will be reviewed to ensure compliance with our vaccination policy.

We believe that this policy is essential for maintaining a safe and healthy environment for our patients. We appreciate your cooperation and understanding in helping us uphold these standards.