CLAYTON
PEDIATRIC CENTER

11708 US 70 Bus
Clayton, NC 27520
P: 919-550-2770
F: 919-553-7926

OFFICE POLICIES AND AGREEMENT

We appreciate your choice of Clayton Pediatric Center as your child's primary healthcare provider. We're dedicated to offering top-tier healthcare and outstanding customer service. This document outlines the policies essential for fostering a constructive relationship between the clinic and our patients. We hope this will clarify our operational procedures. Should you have any questions, our staff is here to help.

Appointments:

- Clayton Pediatric Center provides care to patients from birth up to 21 years old.
- We offer both preventative care (well-child visits) and sick visits.
- Appointments are mandatory. To ensure availability, we recommend scheduling follow-up visits during your current appointment.

No Shows, Cancellations, and Late Arrivals:

- Kindly give a 24-hour notice for any appointment cancellations.
- If you fail to provide notice or arrive 15 minutes past your scheduled time, it's marked as a "No Show", and you'll need to reschedule.
- Fees apply for appointments canceled under 24 hours or missed entirely. Refer to our Financial Policy for specifics.
- Accumulating two or more missed appointments may lead to discontinuation of our services.

Financial Responsibility:

- Please refer to our Financial Policy, which you've read, understood, and agreed to comply with.

Communications Consent:

- You grant Clayton Pediatric Center permission to communicate through mobile phone, portal messages, email, voicemail, and online communications, ensuring privacy compliance.

Appointment Reminders:

- As a courtesy, Clayton Pediatric Center sends appointment reminders. These aren't guaranteed, so please note your appointment's date and time when scheduling.
- We utilize an automated system for reminders. Ensure your contact details are up-to-date and you've opted into notifications.

Forms:

- Allow up to five business days for the completion of medical forms.

Preventative Care:

- To remain an active patient at Clayton Pediatric Center, Preventative Visits or Well Child Visits are mandatory.

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- We adhere to the Bright Futures/American Academy of Pediatrics (AAP) guidelines for Preventive Pediatric Health Care.
- Failing to keep up with Preventative Care appointments may lead to your account's discontinuation from our center.

Behavioral Expectations:

- Verbal or physical abuse, threats, harassment, and profanity towards our staff or providers is strictly prohibited and will result in immediate discharge from our practice.
- Weapons, including but not limited to firearms, knives, and other potentially harmful items, are not allowed on our premises.

Media Consent:

- You grant Clayton Pediatric Center permission to use photographic portraits, pictures, digital images, or videos of your child for purposes like publications, social media, or our website. There will be no compensation for this. Names will not be disclosed for privacy.