

For Your Information



FALL\WINTER 2022

Throughout the year, Mendon Pediatrics asks for patient feedback about the care patients receive, office procedures and policies, interactions with our staff and ways in which we might be able to improve our services and patient experience. Based on that feedback we have decided to roll out an FYI page on our website. This will allow us to answer some questions, share information about how and why we do things the way we do, and to let you know what we are working on based on that feedback.

Well waiting room\Virtual waiting room:

Our staff has grown over the last few years, and we have had to adjust the physical space to accommodate them. Unfortunately, that required using the former well waiting room space. While we recognize the importance of the separate well waiting room space, the physical changes made to the office made this no longer possible in the way our families are used to. To address this, we introduced the virtual waiting room in May of 2022. This allows Mendon Pediatrics to keep our well and sick patients apart to meet the needs that were once filled by the well waiting room as well as being an effective way to help manage our phone line volume. Currently, we anticipate the virtual waiting room to be permanent.

Note: You will sometimes see some of our family members sitting in the waiting room. In these circumstances, well and sick patients are not waiting together. Our clerical staff works hard to ensure we uphold that commitment to our families.

Masking:

Mendon Pediatrics currently follows the masking guidelines in place for medical facilities. These policies remain unchanged to date. During times of high community levels of illness, masking in the office prevents illness from spreading throughout our staff, which allows us to continue to provide care to our patients without interruption. It also helps protect our most vulnerable patients, and we want to ensure that we are doing our part to keep our families safe. Families can help limit unnecessary waste by bringing masks to their appointments.

Text messaging\Broadcasts:

Mendon Pediatrics uses text messages to reach out to our patients for a few distinct reasons

Appointment reminders

- This allows quick appointment confirmation and check in for appointments
- Patients who opt out of text message appointment reminders can confirm their appointments via email or phone message but will need to check in for appointments on our website at www.mendonpediatrics.com when they arrive at the office.

Broadcasts

- Used to communicate emergency office closures, known technical issues, upcoming vaccine clinics, etc.
- Patients who opt out of receiving broadcast text messages can find information on our website, our Facebook page, or by calling the office.

Electronic forms

- Electronic forms are sent to patients prior to their visit to increase efficiency\decrease the amount of time patients are in the office and to limit waste. These forms are fully HIPAA compliant. We ask our patients to complete these forms 48 hours before their scheduled appointment.

What we are working on:

We have had a great start with Lacey Fox-Smith, CPNP. We have been able to increase our daily acute appointment availability and continue to increase general provider availability as we establish schedules and routines with our new provider.

Online scheduling for appointments- currently flu vaccines, COVID-19 vaccines, and Well Child Checks for patients 3 and over can be scheduled online.

We are working with our staff to be sure that they communicate timely to patients waiting for their appointments if there are any delays.

We continue to work with our staff to adjust our processes to help increase efficiency for check-in and check-out.