

For Your Information

Winter 2024



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.

Masking Policy

- We strongly encourage our visitors with symptoms of illness to wear a mask due to our vulnerable patient population. Visitors may ask staff to wear a mask at any time. Well patients are encouraged to mask, but it is no longer required.

What hasn't changed:

- Our virtual waiting room is here to stay. Please be sure to check in for your appointments via the ARRIVED text or via the link on our website and remain in your vehicle until we are ready for you.
- All Nursing staff wear photo ID badges or name tags while on shift so you always know who you are working with and their role.
- Exam rooms, countertops, restrooms, door handles, etc are still sanitized by our staff every 2 hours throughout the day to ensure we are doing our part to limit the spread of illness in the office.

Electronic forms

- Mendon Pediatrics continues to move towards decreasing unnecessary waste and increasing appointment efficiency for our families. We utilize a fully HIPAA compliant electronic form service to facilitate this transition.
- We greatly appreciate our patients completing electronic forms at least 24-48 hours in advance of your appointment.

Patients who are turning 18

- [Click here](#) for a helpful quick reference for the changes to expect when you turn 18 at Mendon Pediatrics.
- Parents you may [click here](#).

Changes based on family feedback:

- We have improved communication with our patients waiting for their appointments about wait times ensuring that parents are aware when there are delays.