

# For Your Information

## SUMMER 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.

### Text on arrival\Virtual waiting room:

- The virtual waiting room is necessary, in our current space, to allow us to keep sick and well patients separate. Staffing needs in recent years have required us to utilize space originally set aside as a well patient waiting room. Overwhelmingly, avoiding unnecessary exposure is something our families expect from us and, at this time, it is part of our permanent check-in procedure.
- **Bringing multiple children for an appointment?** You only need to check one patient in. No need to fill out multiple check in forms.
- **Having trouble checking in via text or is someone else bringing your child to their appointment?** Check in on the website [www.mendonpediatrics.com](http://www.mendonpediatrics.com) or scan the QR code posted on the door.

### The new check out area:

- Check out has now moved to the rear of the office. This allows us to streamline patient flow (one way traffic) and also ensures we are taking necessary steps to protect patient privacy in the office. The temporary set up (for trial purposes) will likely see some updates in the next few months.

### Nursing\Tech staff identification:

- All Nursing\Tech staff wear photo ID badges or name tags while on shift, so you always know who you are working with and what their role is.

### Phone concerns:

- In recent weeks, we have seen unusually high levels of call disruption (phone lines down, dropped calls, internet service outages, etc. We have been working closely with our service provider to address these issues and are looking at alternative options. We apologize for the interruptions and appreciate your patience.

### 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](#).