

For Your Information

WINTER 2024/25



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 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.

How to check in quickly:

- **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 or scan the QR code posted on the door.

The new check out area:

- Construction for the new patient exit should be completed soon. This shift will be the final step in one-way patient traffic. This helps us to maintain patient privacy by limiting hallway traffic and allows us to better position our staff for quicker patient check out.

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\internet concerns:

- Mendon Pediatrics has begun the process of switching phone and internet service providers to help eliminate the issues with dropped calls, downed phone lines and internet. Hopefully, we will be up and running early in 2025.

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](#).

Form fees eff:10/01/24

- Early summer we updated our website and began notifying our families of our new form fee policy. Rising healthcare costs and the demand on staff resources necessitated that we implement a new policy to offset some of that burden.