

Lexington Pediatrics, P.C.

Pediatric and Adolescent Medicine

SCHEDULING APPOINTMENTS AND PHONE CALL POLICY

Our office strives to accommodate the varying needs of all our patients. We recognize that some appointments (such as yearly physicals) may be scheduled months in advance, while others may need to be made semi-urgently (such as chronic headache, school function, or other ongoing issues) or urgently (same day sick visits). To this end, each provider has time available during each work day for all types of appointments.

To schedule an appointment by phone please call 781-862-4110 and follow the voice prompts to obtain the person who can best assist you.

Our administrative staff, as well as our Nurse Triage staff, can assist you in scheduling appointments. Our overnight answering service turns the phone lines over to the administrative staff at 8 am on weekdays. Please be patient if you encounter a busy signal first thing in the morning, and try again in a few minutes.

If you or your child needs an urgent, same-day sick visit, the administrative staff may ask that you speak with one of our nurses in order to arrange for the most appropriate appointment. All other types of visits, including annual physicals, weight checks, shots, vaccines, consultations and follow ups can be scheduled in advance. Our administrative staff can assist you in scheduling these appointments.

Lexington Pediatrics strives to provide ample time at each visit for the practitioner to listen to you, examine your child, and review the medical diagnosis and plan with you. We try to balance this goal with the goals of seeing patients in a timely manner, and being available for as many patients as may need to be seen in the course of a day.

At times, our providers run late due to emergencies, unexpected delays at the hospital, or other circumstances out of our control. We understand that your time is valuable and will do our utmost to see your child on time.

Patients who arrive late for appointments will be seen at the discretion of the provider. Calling the office to inform us you will be late is appreciated, but may not guarantee that the practitioner will be able to see you. If you are scheduled for a same-day sick visit, and you are late, we may ask that you see another provider, or come back later in the day. To allow for check-in you should arrive a few minutes before your appointment.

In most circumstances we open our providers' schedules several months in advance. Because of changing vacation and conference schedules, there may be instances where these appointments must be changed. Please keep this in mind when booking far in advance.

If you find you must cancel an appointment, please call the office at least 24-hours in advance so that we can reschedule you and make that time available to others.