



Louisville **Pediatric**
SPECIALISTS

6801 Dixie Hwy Ste., 127 Louisville, KY 40258
Phone: 502 935-5633 Fax: 502-935-5706
Email: info@loupeds.com

Appointment Policy

At LPS, we intend to always provide your children the best care possible and to accommodate as many requests as are realistic and feasible. It is within this context that we ask you to take a few moments to review our policies that affect the way services are provided.

In the Office

Please arrive 15 mins early to your appointment. All insurance carriers require that your insurance data be updated prior to each visit. This usually takes a few minutes. If this is not done, your insurance may deny your claim and all charges will be patients' responsibility.

Schedule an appointment by calling **502-935-5633**. Walk-in patients are welcome depending on provider availability.

Patients who arrive on time are seen at their appointment time. Patients who have arrived on time will be seen ahead of those who arrive late. There is a 15 min grace period. Please call if you are running behind. If you arrive late, your appointment will be treated as a walk-in and or rescheduled.

No shows: A no show fee of \$50.00 will be added to your account if no attempt to reschedule or cancel appointment is made prior to your missed appointment.

After-hours Call Service

Please limit after-hour calls to urgent issues and emergencies. For refills, appointment requests, and other non-urgent matters, you may leave a message or call the office during regular hours.

Please also do the following when using this service:

- When leaving a message, please speak slowly.
- Be sure to leave a callback number.
- Disable your call block feature.
- Follow the doctor's instructions.

Louisville Pediatric Specialists aim to provide the best care we can to your children should the need arise. Thank you for trusting us to care for your children.