We would like to explain our office policy regarding "walk-in" visits. Several years ago, at the request of many parents, we set aside the first 30-60 minutes of our daily office schedule for a "walk-in clinic". Our goal was to respond to your need for our doctors to evaluate and treat your child's acute illness early in the day, allowing you to make necessary arrangements for child care, school attendance, etc. These visits were intended to be brief and focused on acute problems such as the sudden development of an earache or high fever. Recently, we have noted that many children are brought to our walk-in clinic with more complex problems, some of which cannot be adequately dealt with during the brief visits permitted during walk-in hours. Therefore, we believe it is important to clarify how we can assure the best and most comprehensive evaluation of your child's medical condition.

We believe it is always best to have your child see his/her regular pediatrician, the doctor who is most familiar with your medical history based on previous contacts with your child during checkups. Seeing your child's regular doctor is often impossible during walk-in hours. Therefore, we believe that scheduling an appointment with your doctor is almost always preferable to visiting the walk-in clinic.

Most of the daily office schedule is devoted to previously scheduled appointments. This means that if you "drop in" after the early morning walk-in hours, your child will be given an appointment for the next available time slot, which might be much later in the day. As a result, you might find yourself with a lengthy and inconvenient wait. As an alternative, we recommend that you call our office for an appointment. Should phone advice be needed, you can leave a voicemail message for our office nurse, who will return your call at her earliest convenience.

As noted above, many pediatric problems are best served by a lengthy appointment with your child's regular pediatrician. Examples would be chronic headaches, recurrent abdominal pain, behavioral concerns, or school problems. When you call to schedule such appointments, please explain to our schedule coordinators that we need to provide a longer appointment with your doctor.

As always, our goal is to provide the best pediatric care for your child, while respecting the value of your time. We believe that utilizing our walk-in clinic in an appropriate manner will go a long way toward achieving this goal. Please keep in mind that the walk-in clinic is designed for brief visits to treat acute illnesses.

Doctors and Staff of Romie Lane Pediatrics.