



FAQ: Flu Clinic Registration

1. How do I know if I saw the provider before?

If you or your child has had an appointment at Potomac Pediatrics or a COVID clearance test with our office, you should answer Yes.

2. Why are these appointments only 1 minute apart?

Administering vaccines is a fast process. Scheduling this way allows us the best opportunity to accommodate everyone who would like to get vaccinated as efficiently as possible.

3. What time should I show up for my appointment?

We ask that you show up within a 10-minute window (before or after) of your appointment time. Failure to show up outside this window of time could create unnecessary lines and extended wait times for those who did show up on time.

4. Why can't I schedule one appointment for my whole family?

Each person getting vaccinated needs their own appointment scheduled in the system so we know how many vaccines we need to prepare, and because each vaccine must be documented and billed. Creating appointments and collecting patient demographic information on site hinders the efficiency of mass vaccination clinics.

5. I'm scheduling appointments for multiple family members, what if our appointment times aren't back-to-back?

This will likely happen for most families because many people are scheduling at the same time. Plan to arrive around the time of the *earliest appointment* scheduled and we will vaccinate all scheduled family members at that time.

6. Why am I entering my insurance again?

This is how the Healow system was developed and it's required information. Please do not try to skip this step or make up information to avoid filling it out. All insurance will be verified prior to administering vaccines. Failure to provide accurate information could result in your appointment being delayed or cancelled.

7. Our whole family's insurance is the same. Why do I have to enter it for everyone?

Each family member has a unique patient chart and will have a claim submitted under their own name. It is the patient's responsibility to provide their insurance information for each person receiving medical service.