



## SELF SCHEDULING SICK VISITS AT POTOMAC PEDIATRICS

We are pleased to announce our pilot program of self-scheduling acute same day and future sick visits at Potomac Pediatrics. If your child needs to be seen for an ongoing chronic medical issue, you will still need to call the office to schedule with your provider. We recognize that many parents appreciate the convenience of self-scheduling. To meet this need, we are piloting different variations of how this can effectively work in Potomac Pediatrics for acute sick visits. Our online schedule is available now for appointments starting February 20, 2025.

### **What to Expect:**

1. There are only a limited number of online appointments available each day. If you do not see appointments available same day you can either call us at (301) 279-6750 to book an appointment or book online with POP NOW.
2. **You will NOT be able to select or request a specific provider when booking online.** The practice will be assigning you to one of the designated sick visit providers, including our Nurse Practitioner.
3. If you wish to request a specific provider, you must call (301) 279-6750 to schedule your appointment.
4. *You are expected to be on time for your appointments.* Failure to arrive on time will result in your appointment being marked as a no show and a new appointment will need to be booked for a later time. Please book your appointments for a time that you know you can make.
5. Select the most accurate reason for your visit from the available drop-down list. Failure to do so will negatively impact the providers ability to prepare for your visit and remain on time for other patients. There is a notes section if you would like to add any pertinent information.

### **What to Know:**

#### **Why can't I select the provider I want to see?**

At this time our schedule templates are simply not built to accommodate this type of request, and most provider schedules already have appointment slots filled with well checks and other office visits. We do anticipate elevating our online self-scheduling to allow this in the future. In the meantime, if you prefer a specific provider you must call to schedule an appointment.

#### **Will I ever be able to schedule a check-up or medication check online?**

We hope so and we are committed to doing our best to explore how we can effectively do this. Hang tight, we're just not there yet!



**Can I still book appointments at POP NOW?**

Yes! POP NOW's availability for online booking of sick visits will always be more robust than Potomac Pediatrics. In addition, POP NOW is staffed with emergency medicine providers who have valuable skill sets making them better suited to see certain patients. We prefer patients with lacerations, musculoskeletal injuries, and active respiratory distress be seen in POP NOW.

**Why is the availability different between POP NOW and Potomac Pediatrics?**

The purpose of POP NOW is strictly to operate as an urgent care for sick visits and injuries. Potomac Pediatrics practices primary care medicine so we see a much wider variation of visits like check-ups, medication checks, pre-op exams, behavioral consults, chronic illness management, and of course sick visits. Everything at Potomac Pediatrics must be built and perfectly timed to uphold the integrity of our values and to remain on time.

**What if I have multiple children that need to be seen?**

Each child must have their own appointment! If you do not see two back-to-back appointments available, then please call us to schedule at Potomac Pediatrics as one of our providers most likely can still see both kids or you may schedule in POP NOW. Please do not arrive with multiple children and only one appointment expecting both children to be seen. Your provider will not be able to add them on and you will either be scheduled a second appointment for a later time or redirected to POP NOW with the additional child.