



Mississippi Children's Heart Clinic Patient Notice and Contract

We at MS Children's Heart are very grateful to be able to serve you and participate in your child's wellness journey. In order to better care for all of our patients' needs with accuracy and efficiency, we require adherence to the following clinic protocols.

Primary Care

Patient will establish and maintain a primary care provider or pediatrician. This care is necessary for routine health maintenance as well as coordinating non-cardiac health illnesses such as common colds, GI upset, etc. Patients will contact this provider for any non-cardiac issues.

Contacting Your Doctor

Patient and family will refrain from contacting our providers directly (call, email, text messaging) and instead will call the clinic directly for any questions or appointment needs. Our providers are not always available to check their personal devices, so this allows for a more streamlined process to address your child's needs better. If urgent care is needed outside of regular business hours, you may call the clinic phone number and leave a message for a callback from our after-hours provider. There will be no exception to this rule.

Treatment Compliance

We work very hard to improve the health of your child while he or she is under our care. A large part of your child's care depends on compliance with our treatment recommendations. We ask that you comply with our instructions regarding medication, dietary changes, and resting as needed. This is not always easy but is necessary for us to be able to help your child improve. If your child is struggling with a particular treatment we have ordered, we ask that you please notify us, and we will work hard to find alternatives. If you are not compliant with our instructions after 3 office visits, you may be discharged from our clinic.

Appointment Changes

If appointment changes are needed, please call in advance. After 3 missed appointments or cancellations made with less than 24-hour notice, you may be discharged from our clinic.

Refills

Please allow 24 hours for all refill requests (72 hours for controlled substances) if there are no follow-up appointments already scheduled.

By signing below, I agree to the terms above and understand that failure to comply may lead to being discharged from the clinic.

Parent Signature

Child's Name and DOB

Date
