



### About Appointments

We know how busy our patient families can be and are happy to offer appointment reminders! Families may elect their preferred method of contact from our office: Phone, Text, or Email/Portal.

A reminder will be sent 60 days prior, as well as the day before an appointment in our office. We ask that you let us know as soon as possible if you are unable to keep your scheduled appointment. Early notification allows us to offer that appointment to another patient. If you find that you are running behind schedule and will be late for your appointment, we ask that you call to let us know.

Our staff will advise if we can accommodate the late arrival or if we need to reschedule based on your provider's availability at that time.

Thank you for your help in keeping our schedule running smoothly for all!

### Good to Know!

#### Current Office Hours:

**Monday - Friday** 8:00am - 5:00pm

*Phones close at 4:30pm*

**Saturday** 8:00am - 12:00pm

*Same day ill visits only*

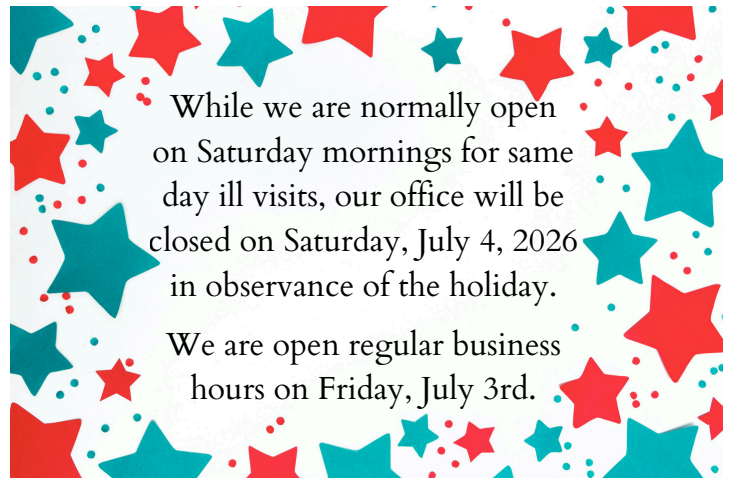
**Sunday** Closed

**We do not accept walk ins at any time.** All visits are by appointment only. Please call the office to schedule your child's well or ill visit appointment.

Our Phone Number: (309) 662-0504

Our Fax Number: (309) 663-7645

Our Address: 306 Saint Joseph Drive  
Bloomington, IL 61701



While we are normally open on Saturday mornings for same day ill visits, our office will be closed on Saturday, July 4, 2026 in observance of the holiday.

We are open regular business hours on Friday, July 3rd.





### *Ready? Set? Schedule!*

Spring is here! Which means Summer is just around the corner! Physicals are required for children entering Kindergarten, 6th and 9th grade.

A physical is also required for children playing sports. Your child may also need a physical form for certain summer camps or Boy/Girl Scout activities.

We have most forms for school and athletic departments, but please check with your parks and rec program, or pack/troop leaders and bring necessary forms with you to your appointment so your provider may sign it for you in the office.

Avoid the summer rush and schedule your child's appointment today! Call us at 309-662-0504, option 3 to secure a day and time that works best for you.

Or, better yet - take advantage of our convenient self-scheduling option through your child's patient portal. Self-scheduling well visits is now open for ALL of our providers!

### **Key Things to Remember with Self Scheduling:**

- If your child is ill, please call the office at 309-662-0504 and select option 1 for the nurse. If it is an emergency, please call 911.
- Please call to schedule medication follow-ups, pre-op appointments, consultations, etc. as we are currently offering only Well Visits for self-scheduling.
- If the patient account is flagged that we need to speak with a parent before scheduling, it will return a message stating "Please Call to Schedule."
- Appointments cannot be cancelled within the Patient Portal - you will need to call the office if you need to cancel or change an appointment you self-scheduled.

Check out our [website](#) for super detailed instructions on how to utilize this amazing feature!



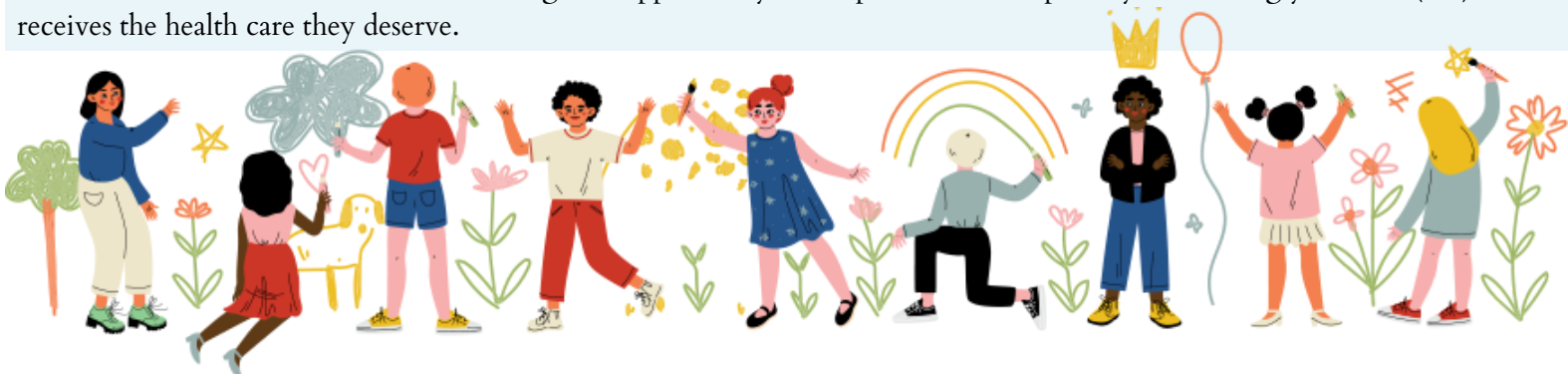


### *Policy on Separated & Divorced Parents*

Bloomington Pediatrics understands the complicated nature of families with parents in the process of separation, divorce, and custody arrangements. It is our policy to “side” with the child and act in their best interest always. While we empathize with the challenges your family situation may present, we must remain neutral and focus solely on the medical needs of your child(ren). Our providers and staff will not engage in or act as a mediator in parental disputes. Please note the following:

- **Documentation:** We ask that you provide us with the most up to date copy of official court documents so we may comply with court orders. Unless court orders are on file and specify otherwise, we will presume that both parents have joint custody and equal rights to patient information and medical decision making. No updates or changes to the patient record will be made without court documentation on file to support the request.
- **Communication:** Appointment reminders are sent to the primary phone number on file and may not be changed from appointment to appointment. Patient Portal access is available to both parents unless otherwise specified by court documents. The parent/authorized adult accompanying the child for the visit is responsible for relaying information from that visit to the other parent. We will not make calls to the other parent after the visit, nor will we call to obtain consent for treatment from the other parent.
- **Appointments:** Unless court orders specify otherwise, either parent may schedule an appointment to address concerns about their child(ren). We will not accept requests for “duplicate appointments” because the other parent was not present for the original visit. If the non-attending parent feels additional discussion is necessary to address concerns, they may schedule an appointment to speak with the provider, which will be billed to insurance. Appointments requested for the purpose of documenting the non-attending parent’s perspective will not be permitted. If this occurs, we reserve the right to deny future requests.
- **Billing:** Our contract with your insurance carrier requires that we collect copays at the time of service. Payment of copays is expected from the parent/authorized adult accompanying the child(ren) for the visit – we will not send a bill to the other parent. A receipt of payment will be provided upon request. The parent who carries the insurance will, by default, be sent statements for balances due after insurance processes the claim. If the parent who carries the insurance is not the party responsible for balances per court order, please provide that documentation at the time of visit so we can ensure the statement is sent to the correct parent address. We will not schedule appointments on accounts with two past due copays.
- **Authorized Adults:** Unless court orders specify otherwise, either parent may authorize a non-parent (stepparent, grandparent, other adult family member) to make appointments, accompany the child to appointments, and have access to patient information (speak to our staff on the phone or pickup forms). Authorization must be provided on registration paperwork. Parents are responsible for coordinating who should be authorized and may not revoke the other parent’s authorizations without a court order stating permission to do so.
- **Disputes:** Our providers and staff will not participate in or mediate disputes between parents, in person, over the phone or through the patient portal. If parental disputes interfere with patient care or cause disruption in the office, we reserve the right to set boundaries for parent communication and/or dismiss the family from the practice.

We recognize these situations are difficult for all involved and encourage parents to cooperate with each other and prioritize their child’s health and emotional well-being. We appreciate your help in our shared priority of ensuring your child(ren) receives the health care they deserve.





### Vaccination Policy

In recent years, some parents have been reluctant to vaccinate their children due to personal beliefs that may include apprehension about vaccine safety or that these illnesses are no longer a threat.

At Bloomington Pediatrics, our primary commitment is the safety and well-being of every child we serve. Following the standards set by the American Academy of Pediatrics (AAP) and the Illinois Department of Public Health (IDPH), we maintain that vaccines are the most effective tool in preventing serious illnesses.

Pediatricians across the country are seeing a rise in preventable diseases, such as Pertussis and Measles, within our communities. To ensure we provide the highest standard of protective care, our practice requires adherence to the AAP and IDPH recommended immunization schedule.

We recognize that navigating health decisions can feel overwhelming, and we are always open to discussing your questions or concerns during your child's visit. Our goal is to provide you with the evidence-based information you need to feel confident in this essential aspect of your child's care.

Protecting our patients and the communities we serve is a responsibility we take seriously. These protocols are essential for maintaining "herd immunity" and safeguarding those most vulnerable. We understand that families have different perspectives; therefore, if our evidence-based approach does not align with your preferences, we respect your choice to seek a practice that better fits your family's needs.



*"Where flowers bloom, so does hope."  
~ Lady Bird Johnson*

*As the world wakes up and turns green again,  
we wish your family a Spring filled with health,  
growth and plenty of sunshine!*

*~Stay Well,  
The Providers & Staff of Bloomington Pediatrics*

