



Independence Park  
Medical Services

## Dr. Cydney Fenton

*Specializing in Pediatric Endocrinology*

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<https://www.ipmsak.com/>

***Welcome to Independence Park Medical Services Endocrinology Clinic!*** Our staff is committed to providing family centered care for your child and family. The following information is provided to introduce you to our practice and practice policies.

1. **LATE ARRIVAL:** IPMS Endocrinology Clinic makes every effort to keep clinic visits on time. By accepting late arrival patients, other patients arriving on time could be delayed. Patients arriving 10-minutes past their scheduled appointment time, may be asked to reschedule their appointment. *Note:* if staffing is available, we may be able to ask the patient to wait and be worked in without causing additional delays in the clinic schedule. A late arrival that needs to be rescheduled will be considered a *No-Show* appointment on the patient's record.
2. **NO SHOW:** We request that appointments be cancelled with a 24 hour notice to allow us to schedule other families waiting for an appointment. You must cancel at least 2 hours before the appointment time to avoid a no-show occurrence. After 3 documented *No Shows* in a consecutive 12-month period, you or your child may be discharged from the Endocrinology Clinic.
3. **AFTER HOURS:** The IPMS Endocrinology Clinic is a consult only service and there is no after-hours coverage. For urgent issues when the clinic is closed, please *contact your primary care physician*.
4. **REFILLS AND FORMS:** Please bring any forms and refill requests to your scheduled appointment. Forms and refill requests that are received outside of schedule appointment times will be filled as soon as possible, but may require up to 3 business days.
5. **INSURANCE:** If you have medical insurance, bring **all** of your current insurance identification cards with you to the appointment. Please check to make sure your cards are not expired. You also need to bring a valid photo identification card to be seen in our office. All co-payments, co-insurance and or deductible monies you owe, according to your insurance benefits will be collected at check out. For self-pay patients, payments in full at the time of service are required. If you need further information about any of these policies, **please ask to speak** with a **billing** specialist.

It is a pleasure to welcome you to the clinic!

*Cydney Fenton, MD*