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Office Policies

1. If you arrive more than 15 minutes after your scheduled appointment time, it will be considered as a no show and we will need you to reschedule.
2. Please allow us 3 to 10 business days for any forms that need filled out or signed by the doctor(s).
3. Please allow us 24-48 hours for medication refills.
4. Because we are a busy practice, walk-ins cannot be accepted. All appointments must be scheduled.
5. Please check with your insurance company prior to a visit to establish what may or may not be covered. You must let us know prior to administering a service that it is not covered otherwise you will be financially responsible.
6. Please inform us of any insurance, address, or telephone number changes.
7. Please be prepared with your co-pay and insurance card at check in.
8. The office has a 24-hour cancellation policy. If you do not call 24 hours in advance to cancel or reschedule your child's appointment it will be considered a no show. After the third no show within a 6 month period you will receive a warning letter stating that per our policy, any future no shows will result in the patient and family members being dismissed from the practice.