



## Tips for a Successful Visit

Address: 204 N. Keene Street, Columbia, MO 65201

Phone: (573) 884-7874

### *Preparing for the Appointment:*

- Schedule a time with staff to bring your child in a few days before to allow them to explore and meet everyone.
- Read the story to your child for several days prior to your appointment, (These can be found on our website and Facebook page.)
  - There are separate stories based on what your child needs during their appointment (x-rays, casting).
- Review visual schedule of appointment procedure with your child the day before and of your appointment.
- Bring calming items and favorite rewards to the appointment.
- Notify staff of any common triggers for negative behaviors and communication methods.
- Complete all online forms and paperwork.

### *Arriving for your Appointment:*

- Check in at the front desk
- You can either sit in the waiting room, or you may get a pager that will alert you when the nurse is ready for your appointment
- You can wait in the waiting room, an overflow waiting room next door, or outside with a pager if preferred

### *Throughout the Appointment:*

- Give staff a warning if you see any signs of anxiety or escalating behavior.
- Allow your child to use a distraction item (tablet, music, etc.) as needed.
- Aide in communication between patient and staff.

### *Post Appointment Reminders:*

- Contact us with any follow-up questions.