

CAP ADMINISTRATIVE TIPS AND TRICKS!

- **All CAP offices continue to require all visitors ages 2 years and up to wear a mask for all visits.** We have to protect our immunocompromised patients, pregnant/ recently delivered mothers, and those under age 2 years that cannot mask! Thank you for protecting other members of the community!

- **Scheduling appointments via our website (not portal) for existing CAP patients.**
 - See [CAP Appointments](#) under existing patients.
 - **Well visit:** Pick the pink self-schedule well visit button. You can search by location, provider and date! Our schedules are now open for a year!
 - **Sick visit:** Pick the pink express sick visit button. You can choose location and provider or any/ first available provider. These appointments are for patients with a single symptom lasting less than 3 weeks or for mild symptoms requiring clearance from school or daycare. Symptoms such as sore throat, ear pain, congestion, pink eye, vomiting, diarrhea, and fever. Appointments open up throughout the day as we fill early to late! Always check back for openings!
 - **Other visit:** Med check? Consult? Symptoms longer than 3 weeks? Multiple physical symptoms/ complaints? Pick the pink "Existing Patient Request" and fill out info. This method allows our schedulers to text you in real time to schedule an appointment rather than play phone tag!

- **Forms! It's school, camp and sports form season!**
 - If your child has an upcoming well visit or sports physical, please bring any forms to the visit. Please have all parent sections completed! This is the optimal time to get your forms completed and most efficient.
 - **NEW!** Any forms needed outside of an in office visit should only be submitted via portal, not dropped off at the front desk. This helps keep an electronic trail of your form and avoids any loss of paperwork!
 - Please see our [CAP Patient Basics](#) to learn how to upload to portal via desktop or mobile.
 - Upload a PDF version to portal with all parent portions completed.
 - Medication forms - Please write the name of the medication(s) whether prescription or over the counter.
 - Upload forms specific to each child in your family (not multiple siblings to one child's chart).
 - Please include whether your child has tested positive for COVID in the last 6 months as part of the portal message.

- Your child must have had a physical in the last 365 days for form completion. VHSL forms must have a physical or sports physical AFTER May 1, 2023 for the next school year.
- Turnaround time is typically 5-7 business days.
- Charge is \$15 per separate form.