

Office Policies

Insurance and copays

It is the parent's/guardian's responsibility to notify the office of any address, phone, or insurance changes. The parent/guardian will be responsible for any service rendered where they have failed to provide current and correct insurance information prior to being seen. Please have your insurance card with you at every visit.

Payment is required at the time services are rendered. Insurance co-payments are due at each and every visit. Please note that we are required by the insurance company to collect them. If your insurance plan has a deductible and it has not been met for the year, you may be required to pay for the visit in full. If your insurance does not pay for services provided, then the parent/guardian is responsible for those charges.

For families in which the parents are either separated and/or divorced, the parent bringing the child to the office is authorizing treatment and is, therefore, the parent responsible for payment on the date of service. If there is a divorce decree requiring the other parent to pay a portion or all of the treatment costs incurred, it is the responsibility of the authorizing parent to collect from the other parent. We can provide a copy of the claim or receipt of charges to the authorizing parent at each visit upon request to assist in collection of fees from the other parent.

There is a \$30.00 fee for any returned check.

Appointments

We see patients by appointment only. If you are more than 10 minutes late for your appointment you may be asked to reschedule.

As a courtesy, we will attempt to contact you to remind you of your appointment; however, it is your responsibility to arrive for the appointment on time. If you cannot keep an appointment, please call at least 24 hours in advance. If you no-show an appointment, there may be a service charge. Multiple no-shows may result in dismissal from the practice.

If you have scheduled a well appointment for your child and they are sick at the time of the appointment, they will be seen as a sick visit and the well visit will be rescheduled. This applies to any condition (i.e., ADHD) that requires more than a reasonable amount of time for the physician to effectively manage the condition. This is a requirement of your insurance company.

You may request a physician's note for excused absences for school or work when your child is seen in our office. However, excuses requested over the phone will be denied. Your child must be seen in our office.

Medical Records

There will be a \$25 charge per child for copies of medical records. Please allow 2 business days for copies to be prepared.

Prescription Requests

Antibiotics will not be prescribed over the phone. If you feel your child might need an antibiotic, they will need to be seen by a physician.

If your child is an established patient and has a chronic but stable medical condition requiring ongoing medication (i.e., asthma, allergies, eczema) you may request refills over the phone if they have been seen for the condition in the last 6 months. This does not uniformly apply to ADHD refills. The physician will advise you when the next visit will be required.

All Refill requests will be processed within 48 business hours, at the discretion of the prescribing physician. For Controlled substances, you will be notified via phone when your prescription is ready.

Referral Requests

If we refer you to a specialist and your insurance requires a referral, we must have 7-10 days advance notice of the appointment date to secure your referral. We follow insurance company rules to refer to specialists. It is the parent's/guardian's responsibility to make sure we have all the necessary information to make the referral.

If you call requesting a referral for a specialist we may require you to come in for a visit before that referral is made. Keep in mind there are many things that your physician can treat without going to a specialist.

After hour calls

If there is an emergency, call 911 or take your child to the nearest hospital emergency room.

After-hours coverage is intended for urgent medical problems only. For questions about appointments, billing, referrals, or other issues of a non-urgent nature, please wait until the next business day.