



General Office Policies

At Pediatrics 5280, we strive to provide exceptional care for your children, in an efficient manner, while complying with all governmental rules and regulations, and trying to keep medical costs down. In order to achieve this, we have outlined our practice policies for you and ask that you help us in this endeavor. The signature page for these policies will be kept in your children's charts. You will be given this copy to keep for your own records. We highly recommend you share these policies with anyone who might be bringing your children to the office.

- 1) **Late Patients** - Late patients cause delays for every patient that follows them on that provider's schedule. Therefore, if you are more than 15 minutes late for a well-child visit, you will have to reschedule for another day/time. For families with multiple children scheduled together for well child visits, the cutoff is 15 minutes after the start time of the initial appointment. All appointments will be rescheduled. If you are more than 15 minutes late for a sick visit, we will work you back into the schedule; however there may be a wait to be seen.
- 2) **Walk-In Patients** - Pediatrics 5280 does not accept walk-in patients. Visits are by appointment only. The only exception is a nurse visit for flu shots during specified times of the year. Please call the office if your child needs to be seen.
- 3) **Add-on Patients** - Please do not ask to have your other children seen during a sibling's appointment. If you have additional concerns about another child, please schedule that child their own appointment.
- 4) **Nurse Visits** - Visits may be scheduled with a nurse for immunizations, strep throat tests, and occasionally for lab draws if approved/ordered in advance by one of our providers. All other patient evaluation requires a visit with a provider.
- 5) **Daycare/Camp/School/Sports Forms** - We are happy to fill out forms that you may need for your child that require a provider signature. However, HIPAA laws prevent us from being able to fax them to your child's daycare, camp or school. If you drop off forms at a time other than during a well-child exam, we will have your form completed and returned to you within 3 business days.
- 6) **After Hours/Sunday Charges** - We are open most Sundays and holidays to provide convenient care for our patients. These visits are for sick care only. There will be an additional charge for being seen on these days as they fall outside of normal business hours. Your insurance company may pass this cost on to you, based on the policy you have with them.
- 7) **Medication Refills** - Medications will not be refilled outside of office hours. Please call the office well in advance of your need for a refill. Controlled medications such as those for ADHD and those for depression/anxiety will only be refilled by your primary care provider. Use of chronic medications may require additional appointments in our office during the year for monitoring/management.
- 8) **Missed Appointments** - Missed appointments and late arrivals are a cost to us and to patients who could have been seen during the time we reserved for your child's appointment. Please call and inform us 24 hours in advance if you are not going to be able to make your appointment. Three or more missed or late appointments will be reviewed by the Primary Care Provider and may result in the patient(s) being discharged from our practice.
- 9) **Respectful Behavior** - Our policy is to treat everyone who enters/calls our office with the kindness and respect that we would like to receive ourselves. We understand that sometimes upsetting situations occur. However, we have a zero tolerance policy for parents/guardians/patients who use curse words, threatening, and/or vulgar language with our staff. If this occurs, your family will be discharged from our practice.

Financial Office Policies

- 10) Insurance:** Your insurance is a contract between you and your carrier. We work with most insurance companies, however, it is your responsibility to check with your carrier and confirm that we are “in-network” for your plan. The benefit packages vary from plan to plan. It is your responsibility to know what benefits and restrictions your plan has. As a courtesy to you, we will bill your insurance company for your child’s visits. You will be responsible for any charges not paid by your insurance company.
- 11) Insurance Cards:** Please bring your insurance card and photo ID with you to *each* office visit. If your child is being brought to the office by a grandparent, nanny, older sibling, etc., please arrange for the insurance card to be presented as well. Although this may seem unnecessary and redundant to you, we are trying to avoid you being financially responsible for a visit by always filing insurance claims with the correct Policy Identification information.
- 12) Co-Payments:** Co-payments are due at the time of check-in. If your child is brought to the office by a grandparent, nanny, older sibling, etc., please arrange for payment to be given at the time of the office visit. A co-payment is due even when coming into the office for a nurse visit. There are only a few instances where we are not legally obligated to collect it. The receptionist will inform you if a co-payment is not going to be necessary.
- 13) Deductibles:** Some insurance plans require policy holders to meet a certain deductible amount before they will pay for any medical expenses. We will bill your insurance company first and then you will be responsible for any amount after that.
- 14) Patients with no Insurance or Out-of-Network Insurance:** If a patient has no insurance or insurance with which we are not contracted, we are still committed to his/her care and well-being. We offer a time-of-service discount off of our regular charges to those individuals, if the charges are paid in full at the time of the office visit.
- 15) Billing Statements and Collections:** After we have received payment from the insurance company, we will send you one itemized billing statement. Three additional statements, consisting of the balance forward, will be sent out in 30 day increments if payment is not received in full. If you are having financial difficulty, please inform our billing department. Pediatrics 5280, PC is more than willing to work with families who have an outstanding balance. However, there are situations in which an account must be referred to an outside collections agency. If an account does go to collections, no further appointments will be made, and the family will be dismissed from the practice.
- 16) Referrals:** If your insurance contract requires a referral to see a specialist or for other services such as physical therapy or radiology procedures, you must receive a referral from our office prior to receiving that care. Referrals will only be made after we have evaluated the problem and have determined that a referral is medically necessary. Except in medical emergencies, please allow 7 days for a referral to be processed. You may be financially responsible for any charges incurred if you receive care from a specialist without a referral.

****Please sign and complete the following page****

General Office and Financial Policies Signature Page

By signing this form, I acknowledge that I have read and understand these policies.

Parent/Guardian Signature

Date

Please list all family members seen in our office and birthdates:
