

Primary Care Pediatrics

Practice Guidelines

Please read the following information regarding the guidelines for our practice. The first five items are related to insurance requirements and policies set by your insurance carrier. In order to meet the insurance guidelines, we ask that you help us by being aware of your insurance guidelines and assisting us to meet the guidelines. If you have any questions regarding our guidelines, please ask a staff member.

1. If your insurance requires that you select a Primary Care Physician, please make sure your appointment is made with that provider. If you choose to see a physician that is considered to be "out of network" your benefits may be reduced or not paid at all.
2. You, the parent/guardian, are responsible for immunizations and lab work that is performed with the well child exam (WCC). The physician will provide care that is clinically appropriate. Some insurance companies may or may not cover all of the immunizations, lab work, or procedures requested by your physician. You should be aware of the limitations set by your insurance carrier, including, but not limited, to yearly interval requirements. Most insurance companies do not require a copay for a WCC. However, if medical problems or illness requiring evaluation and treatment beyond the normal scope of a WCC are required you may be responsible to pay a copay for the office visit portion of the checkup.
3. You, the parent/guardian, are responsible for knowing which lab your insurance carrier requires your tests to be sent. Insurance carriers often change lab providers and we need for you to confirm any information we have received from your insurance plan.
4. We will refer you to a specialist at times we feel clinically appropriate. You are responsible for confirming that the specialist to whom you are being referred is participating or "in network" as determined by your insurance carrier and that your referral is obtained prior to your visit. We require 7 days to process referrals as this is often a lengthy process with insurance carriers.
5. You are responsible for knowing which hospital you can be referred to for procedures or tests.
6. Routine medication refills are to be called in during office hours. We will not refill prescriptions after business hours or on weekends.
7. If you have a question for the nurse or physician, we will return your call as soon as possible considering the priority of the patients in the clinic. Please let us know at the time of your call if you will be unavailable at a certain time and when we might call back.
8. Our nursing staff usually takes lunch between 12 noon and 1:00 p.m. We will be glad to return your phone calls after lunch.
9. Physician excuses for missed days of school are written only for the day you are seen in the physician's office and subsequent days as necessary for your recovery. We may excuse the prior day if same day appointments were not available. We do not write excuses for illnesses not evaluated by our office.
10. Please arrive at your appointment on time. If you are more than **5 minutes late**, we may have to reschedule your appointment for another day. We realize emergencies can happen. If you schedule an appointment and do not show up nor cancel 24 hours prior to the scheduled visit you can be dismissed from the practice after three (3) missed appointments or a history of excessive missed appointments. **A \$50 missed visit fee may also be charged if your insurance carrier allows.**
11. Our office does require photo identification of the parent/guardian when a new patient comes to our office. If necessary you may present alternative forms of identification such as Social Security card, a utility bill, a company or school identification. Anyone else bringing your child must present identification to our front desk as well as a written permission slip for them to bring the child.
12. If you have a life-threatening emergency, please call 911 or proceed to the nearest children's hospital Emergency Room, if appropriate. The physician on call can be contacted for emergency situations by calling the office phone number. If the situation is not an emergency, please call the office phone number.
13. If you are calling after hours for an urgent problem, please have your pharmacy number available. Remember to make sure the pharmacy is open to receive prescriptions at the time of your call.
14. A parent or legal guardian should accompany minor children. When this is not possible a written permission slip signed and dated by the parent or legal guardian must be sent with the responsible adult before the patient can be seen. Please confirm that we have one on file in your child's chart. To properly identify parents / guardians we request a copy of the Birth Certificate or custody documents.
15. Written information regarding your child's complaints, illness or reason for being seen will help us administer the proper treatment. Please instruct the person bringing in your child to write down anything that may be pertinent to the treatment plan, as we do not always have time to stop between patients and give you an overview of what was discussed during the visit.