



Dear New Family Member,

Thank you for choosing Children's Medical Center for all your family's Pediatric/Adolescent needs. We are committed to providing quality healthcare to you and your family. So that we are sure to meet your expectations consistently, we have prepared a summary of our office policies to answer the most typical questions.

1. **Appointments** – We will confirm appointments 48 hours prior to the visit. If your scheduled time is not convenient, please notify us at least 24 hours in advance so that we may make this appointment time available to another patient. We make every effort to stay on schedule throughout the day. Unfortunately, because medicine is not an exact science some patients may require more time than others. We will notify you of any extended delays and offer the option of rescheduling at a later date.
2. **Missed Appointments** – We understand that things happen that may interfere with your daily schedule from time to time. We do track missed appointments and may charge a no-show fee for repeated incidents. Habitual failure to comply with scheduled medical treatment could result in dismissal from the practice. Please give us at least 24 hours notice if you will not be able to keep your appointment.
3. **Prescriptions** – Your provider will write for an appropriate number of refills for chronic medications. Typically, when these refills expire you are expected to return to the office for a recheck. A new prescription will not be initiated without a face-to-face visit with a provider.
4. **Telephone Messages** – All calls will be returned by the end of the day (which may be later in the evening). Messages left before lunch are **typically** answered during the lunch hour and afternoon calls are returned at the end of the day. If there is a medical emergency, please contact 911 or go to the nearest emergency facility.
5. **Insurance** – We participate in most of the major insurance plans, including Medicaid. Because of the wide range of insurance coverage options, it is your responsibility to know your benefits and coverage. If you have any questions about that, please contact your insurance carrier directly. Please be aware that ALL Insurances are verified every month and this may take a few extra minutes upon arrival.

6. **Claims Submission** – As a courtesy, we will submit an insurance claim for the services provided in our office. If your insurance fails to pay their portion of your charges in a timely manner, we may look to you for payment for those services. Though we may have a contract to participate with your insurance, your individual benefit structure is a contract between you and your insurance company.
7. **Proof of Insurance** – We will request proof of insurance at each visit. If your insurance has recently changed, please notify us at check-in. We will also verify eligibility before you see the provider. \*If eligibility cannot be verified, the full charges for the visit will be due and payable on that date of service. **We do not bill patients.**
8. **Co-Pays and Deductibles** – All co-pays will be collected at check-in. Patients that are not prepared to pay on the day of service may be asked to reschedule to another time unless a medical emergency exists.
9. **Outstanding Balances** – We will notify you on a monthly basis about outstanding balances. We will make every attempt to collect in our office and/or arrange a monthly payment agreement to satisfy the outstanding balance. At 90 days, any outstanding balance will be referred to an outside collection agency. Any associated collection fees will be added to your balance.
10. **Dismissal From the Practice** – There are several scenarios that may result in dismissal from our practice.
  - A. If a balance remains unpaid, even after the collection agency has exhausted their efforts.
  - B. Verbal abuse of the staff or aggressive behavior **Will not be tolerated.**
  - C. Repeated Missed Appointments/No Shows
  - D. Failure to comply with medical treatment.
  - E. Falsification of any medical or \*personal information.

**\*Personal Information** – We ask that you notify us immediately of any phone number or address changes. In some cases it is imperative we contact you Re: Lab results, Consultation Reports, Insurance Inquiries, etc.

Our practice is committed to treating you and your family with care and respect. If you have any questions about these or any other office policies, please feel free to contact us during regular office hours.

Sincerely,

Children's Medical Center, P.A.