

PEDIATRIC GROUP, LLC

OFFICE POLICIES 2010

WELCOME! Thank you for choosing Pediatric Group, LLC for your child's pediatric care.

When you visit our office, your child's health needs are our top priority. The information that follows is designed to answer questions many patients have. We want you to know about our policies and methods of practice. The more you know, the more we can be of service to you! If you have any additional questions, please do not hesitate to ask.

After Hours: If your child has an emergency, please call 911 or go to your nearest emergency room. If your child has an urgent matter that needs to be addressed after normal business hours, you may be connected to the provider on call by dialing 618-993-0404 and pressing 5 when prompted. Please do not call the provider on call to make an appointment or for medication refills as this will prevent patients with urgent matters from getting through to the provider.

Appointments: Office hours are by appointment only. In scheduling appointments, it is our intent to see your child as soon as possible. Our staff and physicians will make every effort to accommodate urgent add on requests. We recognize that children become sick very quickly and understand that when your child is sick, you want them seen. Please call our office as early in the day as possible to ensure availability for an appointment. We will make every effort to see your child on time at your scheduled visit. Individuals arriving early for their appointments may not be taken until the scheduled time, to avoid delaying other patients unnecessarily.

Cancellations: We reserve your child's appointment exclusively for them. If you

cannot keep an appointment, please notify us immediately. We would request 24 hours notice for rescheduling and/or cancellations of an appointment so that another patient may be able to utilize that slot. A reminder letter and a \$15 fee will be sent to the patient after two no shows. After three no shows in a 12-month period, a discharge letter will be sent. We do our best to make sure you are reminded of your child's appointment. If we do not have your correct phone number, a reminder call cannot be made. If you are more than 15 minutes late for your appointment and did not call to make arrangements, you may be asked to reschedule.

Telephone Calls: All parents/guardians are encouraged to call with any questions concerning your child's care. However, it would be most unfair to our patients if the Provider were to stop and answer every telephone call. Our nurses are well qualified to answer most questions. If the call requires the Provider to speak with you, please be assured they will return your call at their earliest opportunity. Messages left for the nurses before noon, will be returned by 1:30 p.m. Messages left after noon, will be returned by 5:30 p.m. If your message is urgent, please inform the receptionist.

Insurance Cards: You must bring a current copy of your insurance card to every appointment. This includes Illinois medical cards. Please present your card to the receptionist upon arrival. We will need to make a copy of your current card.

Patient Identification: For your protection and security and *per the new government Red Flag*

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Rules, a photo identification of the parent will be requested at the time of treatment.

Co-Pays: Your co-pay is due at the time of service unless prior arrangements are made. Please pay your co-pay to the receptionist prior to being seen by the provider.

Patient Information: It is important that we maintain current and accurate records on your child's behalf. Upon registration for each visit at our office, you will be asked if there have been any changes in your address, telephone number, and insurance coverage. It is your responsibility to ensure updates are provided.

Medical Records: If your child has received vaccinations at another location, it is your responsibility to provide those records so that your child's chart can be updated. If you need a copy of your child's records, a records release must be signed by the parent/guardian. Those records will be provided within two weeks. We reserve the right to charge for multiple copies.

Courteousness: Our office staff will always treat you and your child with respect and courtesy. Rudeness to our office staff will not be tolerated and will result in discharge from the practice. If you have issues with any of our office staff, please contact the office manager, Rhonda Fisher.

Fees and Payments: We will file your medical insurance forms free of charge. Please take the time to review **your** policy coverage. You are responsible for your child's account, whether or not your insurance pays benefits so **review your policy**. The parent/guardian bringing the child to their appointment is responsible for the

account unless arrangements are made in advance of the appointment.

Accounts must be paid in full within 30 days of the receipt of your statement. If you need to make payment arrangements on an outstanding balance, arrangements must be made within 30 days of the receipt of your statement. If arrangements are not made and kept current, your account will be referred for collections. We cannot extend credit beyond 6 months from the date of service.