



Tri-County

PEDIATRICS

Office Policies, Procedures & Expectations

Welcome to Tri-County Pediatrics! Here is some information about our practice to facilitate a good relationship between you and your pediatrician.

Office Hours: Our office hours are posted on our website www.tricountypedes.com or are available in each office at the front reception desk. Hours are sometimes subject to change please be sure to always call the office first before coming in.

Appointments: Patients are seen by appointment only. Each child needing to be seen by the doctor or practitioner should have an individual appointment as this helps us stay on schedule. Normally, well examination appointments cannot be scheduled on the day that you call. Evening and weekend appointments do fill up quickly so plan accordingly.

It is our policy to make an appointment for a child with an acute illness (e.g. ear pain, illness with fever) the same day. A child with a chronic illness (e.g. abdominal pain for more than a week, constipation) may have to wait a day or two for an appointment as the schedule does fill up.

From time to time a situation with a patient may cause an unavoidable delay in our schedule and affect your appointment time, if this happens your patience and understanding is appreciated.

As a reminder, we will call you 1 week before your scheduled appointment. If we are unable to reach you, it is still your responsibility to keep the appointment. If it is necessary to cancel your appointment, please do so 24 hours prior to your appointment or your account can be assessed up to a \$50 late cancellation/missed appointment fee.

Absences from school will only be excused by our office if your child has been seen in the office for the illness.

Walk-In and Late Arrivals: Arriving on time enables us to maintain scheduled appointments as planned. If you are more than 15 minutes late for your scheduled appointment it may be necessary to reschedule. Rest assured that we will try to work you in if the schedule allows.

Patient Portal: Tri-County Pediatrics provides a web-based patient portal that enables patients to securely communicate with their doctors and access health information, immunization records, lab results, schedule appointments and request prescription refills.

Fees, Insurance and Health Plans: A Parent/Guardian must notify our office of changes in address, telephone number or insurance. Please bring your insurance cards to every visit. The person who brings your child to the office will be expected to pay any fees or co-pays due at the time of service.

You will be responsible for payment of charges from services rendered if we are unable to verify benefits with your insurance company. Insurance companies require collection of your co-pay or contracted percentage of services at every visit. If you have a deductible that has not yet been met, you will be required to pay for the visit in full. If your insurance company does not pay for a service, the charges will be the responsibility of the parent/guardian. We recommend that you always question your insurance company regarding your benefits first if you have any questions about covered services or bills. We accept cash, checks, Visa and MasterCard for payment. There is a \$25 fee for returned checks.

Special payment arrangements are required for anyone with an account balance that remains unpaid after two statements have been sent, prior to scheduling an appointment. Please speak with our billing department to discuss payment arrangements.

Medical Records: Copies of medical records will be provided within 2 business days with your prepayment. Please see our Forms and Records Fees Policy.

Medication Refills: Patients on medication for ADHD will be seen for medication evaluation every 3 months. Refills for ADHD medications will be provided only if these appointments are kept. Parents/Guardians may call our front desk staff to request a refill for ADHD medications.

Controlled substance medication prescriptions must be picked up by a parent/guardian. Medication refills can be requested over the phone to treat stable, chronic medical conditions that require ongoing medication (i.e., asthma, allergies), as long as the patient is established and has been seen for a well exam within the past 12 months.

Telephone Calls: Our medical assistants & staff are always available during business hours to help you. You can ask to leave a message with any questions that you may have for the Doctor or practitioner. Every attempt will be made to return all calls/messages received prior to 3:00 p.m. on that business day; however, depending on the reason for the call, calls received after 3:00 p.m. may not be returned until the next business day. If you feel your child needs to be seen please speak with a medical assistant/receptionist to schedule an appointment, as the schedule sometimes fills up quickly.

In case of an emergency, call 911 or take your child to the nearest hospital emergency room.

After Hours Services: After-hours contact with the practitioner/physician is intended for medical problems of a more urgent nature. Your questions regarding appointments, billing, referrals, refills, or other issues of a non-urgent nature should be asked during normal business hours. Our answering service can always reach the practitioner or physician on call. Typically the practitioner on call will either have the answering service refer calls to them directly or they will check in every hour for messages. It is a reasonable expectation to receive a return call not much more than one hour after you leave a message.

Violation of office policies may result in dismissal from the practice.

Please keep this copy for your reference, simply sign & return the signature page below.

By signing below you acknowledge that you have read and understand the office policies, procedures and expectations.

Signed: _____ **Date:** _____