

OFFICE POLICIES

APPOINTMENTS & CANCELLATIONS

Appointments may only be scheduled 3 months in advance. We recommend well child visits be scheduled two to three months in advance and infant check ups be scheduled prior to leaving the office. Sick visits may only be scheduled the same day of the visit. We require at least 24 hours notice for cancellation of appointments.

MISSED APPOINTMENTS

There is a \$25.00 charge for all missed appointments.

CO-PAYS

All co-pays are due at the time of your appointment. This is not only our policy, but meets the agreement you have with your insurance company. Payments may be made by cash, check, Visa, MasterCard, Discover, and American Express. If your co-pay is not paid at the time of the service, there will be an additional \$10 charge attached to your co-pay.

REFERRALS

It is the member's responsibility to be familiar with the referral process and know your participating radiology center, laboratory, and physician specialists, should you need those services. We require that referrals be requested at least 2 weeks prior to your specialist visit. NO post-dated referrals will be issued. You are responsible for picking up your referral prior to your appointment. Referrals will not be faxed.

PRESCRIPTIONS & FORMS

We require 72 hours notice for prescription refills and the completion of health forms. You may either pick up or provide the office with a self addressed stamped envelope for your prescription or health form. There is a \$15 fee for the completion of health forms.

TRANSFER OF MEDICAL RECORDS

Pediatric Partners has partnered with HealthPort Technologies, LLC to process and fulfill medical record requests. A request from Pediatric Partners, as well as requests from HealthPort must be completed to initiate the process. HealthPort charges \$.76 per page. The record transfers are done every two weeks.

AFTER HOURS PHONE CALLS

It is the policy of this office to charge the patient/responsible party for after hour phone calls. There will be a \$15 charge for all phone calls made after hours.