



Peds & Parents Family Care, LLC

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Patient Policy Overview

Please take time to read our patient policies in full. To prevent any misunderstandings, please speak with a member of our staff if you need clarification on our policies. Your understanding of these policies is critical to a mutually rewarding relationship with our practice. We look forward to providing quality care to you and your family.

New Patients - Before your first appointment will be scheduled, you must complete and return the New Patient Packet for evaluation. A provider will review your information and determine whether your needs can be met. Also, if your insurance provider requires prior approval before the first appointment, please allow adequate time for document review and transfer of care. Once a provider approves your New Patient Packet, you will be contacted to schedule your first appointment.

Office Hours - Our office is open Monday through Friday 8:00 AM – 12:00 PM and 1:00 PM – 5:00 PM.

Scheduled Appointments - Please arrive 15 minutes prior to all appointments with your current insurance card(s), driver's license, and all current medications. To ensure our records are accurate, you will be required to sign in with your name, address, and telephone number at each visit. To minimize wait times, you will be seen by the next available provider. If you are more than 15 minutes late, you may be required to reschedule for another time. We are truly concerned with your wellbeing and place a great priority on ensuring you receive the appropriate follow-up care and regular well checks. It is for that reason that we ask you to schedule your next visit prior to departing.

Cancelled and Missed Appointments - We have a very large number of patients and do our best to provide care to those in need. When you miss your scheduled appointment time without providing proper notification, it prevents another patient from being seen during that time. If you are unable to keep your appointment, it is very important that you call our office 1 business day or 24 hours, whichever is greater, in advance so that someone else may be given that appointment time. If you fail to provide proper notification, including same-day cancellations, you may be assessed a \$35.00 missed appointment fee as permitted by our contract with your insurance carrier.

If you and/or your family members accumulate 3 or more missed appointments in any 12 month period, you and your family members you will no longer have the privilege of reserving appointment times in advance. Instead, you will have to call the day you/they need to be seen. Our staff will review the schedule for the day and evaluate if the patient can be worked into the schedule. If you are advised that you may be worked into the schedule, you still will not have an appointment set, but may come in at the advised time and wait until the provider is available to see you. If you continue to miss appointments, your family may regretfully be dismissed from our practice as failure to attend appointments demonstrates noncompliance to follow a provider's care plan.

Prescription Refills - In general, you are provided with enough refills to sustain you until you need to be seen by a provider for a follow-up. Prior to running out of your medications, please contact us to see if you need to schedule a medcheck appointment. If you are not due for an appointment, please contact your pharmacy at least one week prior to running out of your prescription to request a refill. If you have to call our office for a refill request, please allow **one week** for refill requests.

Phone Calls and Messages - Please feel free to contact our office during our regular business hours. Our front office team is happy to schedule your appointments, answer general office questions, and take messages for any clinical questions you may have. While priority is given to care of scheduled patients that are in the office, as time permits your call will be returned. Although our providers do not return phone calls to answer general medical questions, your call will be returned by another member of our team on their behalf. Providers are notified of messages and medical questions at 11:30 AM and 4:30 PM.

On Call Staff - As a service to you, we have a member of our team available to receive calls after clinical hours to answer non-emergent questions via telephone. However, evaluation and treatment of illness is not provided over the telephone. Problems are typically referred to the emergency department, an urgent care facility, or

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our office. Please note that we do not call in prescription refills or schedule appointments after office hours. If you need medication for a life threatening illnesses and our office is not open, please seek medical attention from the emergency department or an urgent care facility.

Immunizations - Vaccinating children and young adults may be the most important health-promoting intervention that is performed by health care providers. Because vaccines are effective at preventing serious illnesses and saving lives, it is our policy to vaccinate and immunize all children that are cared for at our facility. Due to the serious health hazards of not vaccinating children, if you (parent/guardian) at any time choose to not vaccinate your child, we will request that you seek care from another clinic.

Requests for Medical Records - At any time you may request a copy of your medical records. Georgia state law allows medical offices to charge anyone requesting records. The rates charged are set by the state of Georgia and the consumer price index for the medical industry. To receive your records your patient account(s) must be current and the fees for your records must be paid in full before delivery.

Requests for Documentation Completion - There may be times when you need an accident, disability, or work-related form completed. Because appointments are not typically scheduled for documentation completion, you will be charged for this service to compensate for the time required to complete the form for you. This amount is to be paid at the time the form is taken.

Payment - Please review our payment policy carefully, and feel free to ask us any questions you may have about payments and insurance filing. **Please note that payment is required at the time services are rendered.**

- 1. Insurance** - We participate in most insurance plans, including Medicaid. As a service to you, we are happy to file your insurance for your visits with us. If you are not insured by a plan with which we have a contract, **payment in full** is expected at each visit. If you are insured by a plan we do have a contract with, but don't have an **up-to-date** insurance card, payment in full for each visit is required until we can verify your coverage. **Knowing your insurance benefits is your responsibility.** Please contact your insurance company with any questions you may have regarding your coverage prior to your visit.
- 2. Co-payments** - All co-payments must be paid prior to you being seen by a provider or receiving any service. **This arrangement is part of your contract with your insurance company.** Failure on our part to collect co-payments from patients is a violation of our contracts. We do not accept post-dated checks for any reason.
- 3. Non-covered services** - Please be aware that some – and perhaps all – of the services you receive may not be covered, not considered reasonable, or necessary by some insurers. You must pay for these services in full at the time of visit.
- 4. Proof of insurance** - All patients must complete our patient information form before seeing the provider. We must obtain a copy of your driver's license and current valid insurance to provide proof of insurance. If you fail to provide us with the correct insurance information, you will be responsible for payment at the time of service.
- 5. Claims submission** - As a courtesy and service to you, we will submit your claims to your insurance company on your behalf. However, your insurance company may require you to supply certain information directly to them, and it is your responsibility to comply with their request. **Please also be aware that you are responsible for any portion of your bill not paid by your insurance company** unless mandated otherwise in our contract with the insurance company.
- 6. Coverage changes** - If your insurance changes, please notify us **before your next visit** so we can make the appropriate changes to help you receive your maximum benefits.
- 7. Returned check charges** – If you issue a check to us and it is returned for insufficient funds, you are responsible for paying the amount plus a \$30.00 returned check fee in cash, credit, or debit card.
- 8. Nonpayment** - If your account is over 90 days past due, you will receive a letter stating that you have 20 days to pay your account in full. Partial payments will not be accepted unless otherwise negotiated. Please be aware that if a balance remains unpaid, we may refer your account to a collection agency and you and your immediate family members may be discharged from this practice. If this is to occur, you will be notified by certified mail that you have 30 days to find alternative medical care. During that 30-day period, we will only be able to treat you for urgent issues.