

Office Policies

"No Show" Appointments

When you fail to keep your appointment, this takes away from the time that our doctors have to see sick patients. In addition, "no-show" appointments lead to higher costs for everyone in the long run. To help prevent "no shows" we will remind you the first time it happens, but after that you will be charged \$20 per "no-show" appointment.

It is easy to avoid being a "no show;" simply call us if you need to cancel or reschedule your appointment.

Copayment

All insurance copayments are due at the time of the office visit. If payment is not made at the time of the office visit, the copayment will be billed to you, with an additional administrative fee of \$10.

Laboratory Tests

- 1) Please call our office 4 days after you test(s), so that we can provide you with the results.
- 2) If the results need to be sent to another physician(s), please give the name, fax number, and address of the physician(s) to the lab. By doing so, you will prevent unnecessary delays, and obtain faster care.

Nonemergency Faxes

We cannot routinely fax school notes and referrals, due to the large volume of paperwork generated by insurance carriers. We regret having to institute this policy, but we have little choice at this time.

Emergency Room Visits

If you take your child to the emergency room, please call our office and your insurance company within 24 hours of your visit. These phone calls must be made promptly, or your insurance company may not pay for the emergency room visit.

Patients Who Have Insurance Through An HMO

- 1) If you need to see a specialist after your appointment with us, you will need to obtain a referral from us before going to the specialist. We cannot give "back-dated" referrals if you see the specialist without a referral.
- 2) When picking up your referral, please call us 48 hours in advance so that we have a chance to prepare the referral.

School, Camp, And Sports Physical Forms

Please bring all the necessary forms for school, camp, and sports physicals to your appointment. If you do not bring your form on the date of the exam, we will complete the form within 48 hours. We charge a \$10 fee for all forms.

Record Releases

By request, we will promptly forward any medical records to any physician. There is a charge of \$10 per child for this service, with payment due from the parents or guardians of the child.