

Pediatric Medicine, P.A.

7922 Ewing Halsell Drive, Suite 440, San Antonio, Texas 78229 Tel: (210) 614-2500 Fax: (210) 614-2755

Office Policies

- **Appointments**

Appointments are required for all office visits, including immunizations. Missed appointments represent a cost to us, to you and to other patients who could have been seen in the time set aside for you. We reserve the right to charge for missed or late cancelled appointments. Excessive missed appointments may lead to discharge from our practice. We appreciate 24-hour advance notice if you need to cancel or reschedule your appointment. If we have your correct telephone number, we will attempt to remind you of your appointment by telephone as a courtesy when time and workload permits. So that this practice can maintain HIPAA compliance, patients must be accompanied by their parent(s) indicated on the patient HIPAA form. If that parent can not attend the patient, the parent can complete a CONSENT TO TREAT form specifically indicating an alternate responsible party. The CONSENT TO TREAT form will be kept on file in the patient's chart. Patients will not be seen if they are not attended by a responsible, HIPAA compliant party. **IF YOUR CHILD IS ILL AT A WELL VISIT OR IF OTHER ISSUES ARE ADDRESSED THERE IS A POSSIBILITY WILL BE REQUIRED TO THAT YOU PAY A COPAY**, Also there is a \$10.00 walk-in fee if no appointments are available and you walk-in without calling

- **Office Hours**

Monday through Friday, 8:30am-5:00pm, closed for lunch 12:30pm-1:30pm. Occasionally we remain open after hours and on Saturday 9:00am-12:00 pm as an added service to our patients. We know your time is valuable, and we will make every effort to keep to our schedule. Please understand emergencies will possibly cause delays we cannot control. If you cannot wait, our receptionists will reschedule you for another day as soon as possible.

- **Our Availability and Answering Service**

We provide 24-hour coverage. If you have a medical emergency, where timely treatment is necessary, please do not waste valuable time trying to reach one of our doctors through the answering service. Please call 911 or go to the nearest emergency room. Our answering service does not have access to your medical records therefore they cannot assist you with medication refills, test results, billing or other questions. Calls to our answering service for med refills, test results, billing, etc, will not be put through to our doctors.

- **Prescription Refills**

Prescriptions refills are completed MONDAY THRU FRIDAY! To request a refill, please have your pharmacy fax the request to our office at (210) 614-2755. Please anticipate your needs and call at least 3 days before the prescription is finished for non-controlled meds. CONTROLLED SUBSTANCES must be requested 7 working days in advance. A message must be left for the Triage Nurse. There is a \$10 charge for expired prescriptions.

- **Form Completion**

Disability and FMLA forms will be completed within 10-14 days of presentation. Cost for completion is \$25.00 for the first form and \$10.00 for each additional. School/Work excuses are provided at your appointment or within 1 day. Physical forms \$5.00 with 48 hrs turnaround time.

- **Your Medical Records**

Copies of your medical records will be sent to any physician of your choice upon your written request, at no charge. Please allow 30 days to process your request. Should you request a complete copy of your medical records, it will be furnished to you for a fee of \$25.00 collected upon your receipt of the records. Shot records are provided free of charge at the time of service. Copies of shot records are \$5.00 each.

- **Payment/Insurance Policy**

It is your responsibility to provide health insurance information and ID cards to our staff at **EACH** visit. It is your responsibility to provide us information on any primary and secondary insurance companies. If this information is not provided to us in a timely manner, you will be responsible for any outstanding charges. Our billing office will bill all your insurance companies. Office co-pays, deductibles, costs of non-covered services will be collected prior to being seen.

- **Working Together...Help Us Help You**

Please arrive 15 minutes before the time of your appointment. We need this time to prepare for your visit. If you arrive 15 minutes after your scheduled appointment time, there is a possibility you will not be seen. Be sure to bring your ID and insurance card(s) and medications or list of medications with you to all visits. You will be required to review your personal information (address/phone number etc) as well as your medication list and make all necessary updates at each visit. Completion of a new Demographic Form will be required monthly. Please alert the front desk staff if you have recently renewed or changed insurance companies to prevent claim denials and balance transferred to your responsibility.

- Pediatric Medicine will be requesting your email address to activate you child's secure patient portal. Your Email will be used to send appointment reminders and any other messages from our office that pertain to your child's healthcare. If you do not want to use email as a form of communication, please notify the staff.

We look forward to taking care of you and your child's needs