



LAKE RAY HUBBARD PEDIATRICS, PA

This is our office policy, please read carefully and sign at the bottom.

APPOINTMENTS:

Patients are seen by appointment only. All children will be scheduled as appointments become available. We make every effort to stay on schedule. Please help us keep on schedule by arriving for your appointment on time or a bit early. Patients who are more than 15 minutes late may be asked to reschedule their appointments so that we do not keep our other scheduled patients waiting. Please give 24 hour notice prior to canceling your appointments. There may be a charge for appointments canceled less than 24 hours in advance. Repeated missed appointments may result in your being discharged from this practice.

AFTER OFFICE HOURS:

We are available 24 hours daily for emergencies and serious illnesses. Please limit after hours calls to serious illness and emergencies. You can reach us by dialing the office telephone number. If it is after hours, our answering machine will instruct you to call our answering service. We will return your call within 10-15 minutes unless we are tied up with an emergency. If your call is not returned within 30 minutes, please call back.

In case of a life-threatening emergency (where 15-20 minutes is too long to wait), call 911 or go to the nearest Emergency Room; in most cases that will be Lake Pointe Medical Center in Rowlett. If you subscribe to "Caller ID" and "Anonymous Call Rejection" please be advised that most phones utilized by our doctors and staff have caller ID blocking and will reflect "anonymous" or "private" when your phone calls are returned. Be aware that this could cause a problem if the doctor or staff is trying to reach you.

GENERAL POLICIES:

- Antibiotics are not prescribed or refilled without a physician assessment.
- Referrals and authorizations are not given without a physician assessment.
- Requests for medication refills should be called in during regular office hours. Please keep track of your supply of medication and request refills before running out.
- 48 hour (two working days) notice is required to refill triplicate prescriptions. Note that you have 7 days to fill these prescriptions. There will be a charge for having to re-write triplicate prescriptions.

MEDICAL RECORDS:

- We need written authorization prior to transferring records.
- There is a fee for copying the chart when records are released to the family or another physician.
- We require 10 working days to process medical records requests.
- We do not fax medical records. They will be sent by mail.

INSURANCE PATIENTS:

- A copy of your insurance card will be required for the initial visit. Thereafter you must bring your child's current insurance card to each office visit.
- Payment of applicable deductibles and co-payments are due at the time service is rendered. There will be a service charge for each co-payment not paid at time of service.
- It is your responsibility to provide us with all the necessary insurance information each time your insurance changes. Insurance companies have established filing deadlines so we need your current insurance info on file at all times.
- We only file primary insurance, secondary must be filed by the parent.

Insurance Denials: It is your responsibility to appeal denials to your insurance company. When your claim is denied your insurance becomes a personal balance. Failure to pay this balance or quickly rectify the situation with your insurance company will eventually lead to collection procedures.

SELF PAY PATIENTS:

- Payment is due at the time of service. Payment plans may be arranged if necessary.

DELINQUENT ACCOUNTS:

- You must immediately provide us with any change of address or phone number.
- Your insurance coverage is an agreement between you and your insurance company. Payment of your account is your responsibility.
- Personal balances are due when billed and become past due at 60 days.
- Billing is automated and accounts over 120 days past due are automatically turned over to an agency for collection.
- Failure to receive bills from our office due to incorrect address information or refusal to pick up certified letters will eventually lead to the collection process.
- Accounts turned over to collection are permanently closed. We will no longer be available for further medical care.

DIVORCED OR SEPARATED PARENTS:

- Full payment is the responsibility of the parent who brings the child into the office for treatment. This is regardless of the terms outlined in a divorce decree. This is a matter between the divorced parents and the courts. We will not be placed in the middle.

Parent's Signature

Date

April 23, 2004