

Pediatrics Plus, PC

GENERAL OFFICE POLICIES

Registration/Demographic Information: At least annually, we are required to obtain updated information from each patient which authorizes our clinicians to provide continuous medical services to that patient. Our policy is that all new patients must complete patient information forms prior to being seen and established patients must update the information sheet every year or whenever there is a change.

Privacy: A copy of our Notice of Privacy Practices is available to all patients in accordance with HIPAA (Health Portability & Accounting Act of 1996). This documentation can be found in our patient registration packet.

Minor Patients: A parent or legal guardian must accompany any minors to receive medical care services at our practice. Written authorization allowing other persons to accompany patients to office visits must be provided on the Permission for Children to Be Seen with Non-Parent/Guardian form. We may deny care unless this policy is followed.

Adolescent Consent: Adolescents age 14 and older may be requested to sign a release of information form. Some exceptions are made for emergencies as listed under Ala. Code Sec. 22-8-1, Ala. Code Sec. 22-8-3, Ala. Code Sec. 22-8-4 and Ala. Code Sec. 22-8-6.

Transition Age: It is our recommendation that once adolescent patients reach age 19 and/or graduated from high school, he/she should find an internal or family medicine provider that can give adult medical care.

Patient Portal: Our front office or clinical staff will assist patients with Patient Portal access and instructions. Each patient is given a unique login per child. This system gives our patients a convenient way to access information such as labs, office visit information, and a way to send messages to your care team.

Call-backs: If you leave a message and expect a call-back, be sure to speak clearly, leaving a detailed message with the patient name and date of birth, reason for the call, person calling and best call-back number. Your call will be returned promptly by the appropriate team member.

Prescription Refills: Our prescription refill line is available during normal business hours Monday-Friday. Please allow 24 hours for processing. Medications for ADD/ADHD, Asthma, and some other medications may not be refilled if your child has not been in the office for a medication management visit within the last three (3) months.

Referrals: Most managed care insurance plans require referrals from your primary care physician before your child can be seen by a participating specialist. It is necessary to ask parents to provide us at least three (3) to five (5) business days for a referral to be completed and forwarded to the specialist. Our Referral Specialists are available during normal business hours Monday-Friday.

Nurse Line: Our nurse line is available during normal business hours Monday-Friday. This service is for questions you may have about your child's health and for advice regarding minor medical issues. This line is not intended for routine questions that can be asked during your visits to our office or to schedule appointments.

Appointments: A parent or legal guardian must be present for the initial visit to receive medical care at our practice. Please be prepared for all appointments by having your insurance card, a photo ID, and filling out any necessary forms prior to seeing the Doctor/CRNP. Same-day appointments are available for sick appointments only. Appointments can be scheduled by calling our main office line during normal business hours Monday-Friday.

Late or Missed/No Show Appointments: *If you are unable to make your scheduled appointment, you must notify our office 24 hours prior to your appointment. Missing three (3) scheduled appointments in a year will result in dismissal from the practice. If you are running late, you should immediately call our office to determine if we must reschedule. Patients 15 or more minutes late for any appointment regardless of the reason will either be asked to reschedule and/or may be worked in when a provider is available.*

After-Hours: *Our providers are on-call after normal business hours through our on-call system by calling the office line. The on-call system will be answered by the answering service and will route your call or message to the nurse on call. This service is for urgent problems that can't wait until the next business day (no medicine refills, appointments, or routine questions, please!).*

Emergencies: *We recommend all parents learn CPR and keep emergency numbers handy. Call 911 for life-threatening emergencies or go to your nearest emergency room. Ask the ER staff to contact our office upon arrival. For poisoning, call The Regional Poison Control Center Children's Hospital at 1-800-222-1222 for poison advice for all ages.*

Medical & Immunization Records: *Medical records must be requested in writing and signed by a parent or legal guardian. Immunization Records may be requested by phone. Please speak to our Front office, Billing office, Triage Nurse, or Medical Records Clerk for questions regarding fees for records. All records can be picked up at the office.*

Dismissal of Patient-Practice Relationship: *Our Practice may terminate a relationship with a patient at any time. If this happens, the patient will receive a certified letter explaining the reason for dismissal. The Practice will provide the patient access for 30 days of service for urgent medical matters only. Our practice reserves this action for patients who demonstrate a lack of respect for their medical services and the practice by missing appointments repeatedly, disregarding the practice's stated policies, or behaving in a way that is deceptive, disrespectful, dishonest, rude or abusive to the employees of Pediatrics Plus.*