

Hand in Hand Pediatrics

Financial and Patient Responsibility Policy

Updated May 27, 2015

Practice Goal: To provide a friendly, warm environment in which we can help you nurture your child and provide expertise in pediatric medical care.

A Pledge to Our Patients: We are dedicated to meeting your health care needs, and to treating you with the respect, dignity, and the consideration each person deserves. In your care and treatment you have the right to expect:

- To have your personal privacy maintained.
- To have all information and records about your care kept confidential.
- To receive quality care regardless of age, race, sex, religion, disability, sexual orientation, or diagnosis.
- To receive the information necessary to enable you to make decisions regarding your plan of treatment. This includes the right to accept or refuse medical care as permitted by law and to be informed of the medical consequences of such refusal.
- To receive a timely response to your request for service.
- To have your health care managed as individually and effectively as possible.
- To have all persons who have contact with you clearly identified by name and function.
- To participate in the consideration of ethical issues that may arise in your care.
- To have access to the information contained in your medical records.
- To receive, upon request, a copy of your itemized bill in a timely manner, an explanation of the bill, assistance in filing insurance forms and arranging financial payment options.

Patient Rights & Responsibilities: We are committed to providing you with the best possible medical care; if you have special needs, we are here to work with you. Good health care means that you and/or your family will need to participate in your treatment. You agree to:

- Provide information about past illnesses, hospitalizations, medications, and other health matters.
- Provide a copy of your written Advance Directives, Living Will, or Durable Power of Attorney for Health Care if you have one.
- Inform your physician(s) and other caregivers if you anticipate problems in following prescribed treatment.
- Request additional information or clarification if needed.
- Understand that we do our best to accommodate your needs and the needs of our other patients.
- Contact the office as soon as possible if you are unable to keep your appointment.
- Recognize the impact your lifestyle may have on your personal health.

Patient Financial Responsibilities: As a patient of Hand in Hand Pediatrics, the following information is provided to avoid any misunderstandings or disagreement concerning payment for professional services:

- Our office participates with a variety of insurance plans. Questions about financial arrangements should be directed to our billing manager at (614)799-0503. It is your responsibility to:
 1. Bring your insurance card to every visit, and make us aware of any changes in your coverage.
 2. Provide all necessary information for insurance claims.
 3. Be prepared to pay your copay at each visit. Payment can be made by cash, check, or credit card.
 4. For medical care not covered under your insurance, payment in full is due at the time of the visit. Any charges billed to you must be paid within 30 days.
- Provide us with current addresses, phone numbers, work, and insurance information.
- If the patient is a minor (under age 18), the parent, guardian, or unaccompanied minor is responsible for any payment due at the time of the service, bringing the necessary referrals and insurance card.
- If the minor does not reside with both parents, we will hold both parents financially responsible.
- If you have questions about your insurance, we are happy to help you. Specific coverage issues, however, should be directed to your insurance company's member service department (the number is on your card).
- If you fail to make a payment in full for the services that are rendered, your outstanding balance may be forwarded for collection. You may be responsible for the fees assessed by the collection agency.

Patient Access to the Practice – always call our main telephone numbers - (614) 799-6044 for the Dublin office and (937) 642-0535 for the Marysville office.

During Office Hours:

- Staff will be trained to recognize symptoms of patients and determine the speed with which a patient needs to be seen.
- At no time will schedulers or clinical staff attempt to diagnose or treat over the telephone without the explicit directions of the physician.
- Schedulers will utilize an emergent/urgent scheduling protocol to determine the time frame to work in a potential emergent or urgent patient.

After Hours:

- We will maintain a physician on call seven days per week, 24 hours a day for urgent calls that cannot wait until the office opens.
- After normal business hours, patients may access the on-call physician by calling only the normal business phone number (614)799-6044. The patient will be instructed as to how the physician on call can be reached in case of an emergency.
- Physicians will respond by phone to on-call issues usually within 30 minutes. Treatment may be rendered over the phone or, at the discretion of the physician, the patient may be instructed to go to the nearest urgent care or emergency room.

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Missed Patient Appointments - Our office will do its best to make reminder calls 24 – 72 hours prior to your scheduled appointment. If you are unable to make your scheduled appointment, you must call and cancel that appointment at least 24 hours in advance of your appointment time. If your appointment is on Monday, you may leave a message on the voice mail by calling the main phone number (614) 799-6044 and choose option 3. For sick visits made the same day, notification should be at least 2 hours prior to the appointment time. If appropriate notification is not given, or you do not show up for your appointment, you will be charged \$35.00.

Forms - Forms for physical exams for daycare, simple school forms, work permits, etc. will be filled out and signed without a charge if they are presented at the time of that patient's physical exam. If they are presented at a later date, there will be a charge. The charge will depend on the length and complexity of the form. FMLA forms, insurance company forms etc. will be charged whenever they are presented. Please allow up to 7 working days for these forms. You will be notified when they are ready for pick-up. If you need the form within 24 hours, there is an additional \$20.00 charge.

Repeat Referrals - Our staff spends many hours each day doing referrals to specialists at no charge to patients. It entails not only calling the office for an appointment time and contacting the insurance company, but also filling out forms, having the Doctors complete them, and contacting you with the appointment information. If you are unable to show for your referral, please notify our office, or the office to which you are being referred to, 48-72 hours in advance of your appointment. This allows your child to be rescheduled using the same paperwork. We will charge you \$25.00 if you do not show to your appointment and another referral is required.

Prescription refills – For prescription refills allow 48 business hours (i.e. not Saturday, Sunday or holidays). Parents/patients are required to call the refill request in person, we will not approve a refill that is called in or faxed in from the pharmacy.

Incorrect Insurance Information - Our receptionist will be asking you to verify your insurance information and present your insurance card each time you come to our office. We will verify the information we have for the child that is being seen that day, other children will be updated as they come in. Make sure you know the date your insurance is in effect. If the insurance company denies your child, and it is because of inaccurate information you have given us, we will be charging \$35.00 to resubmit it to the insurance company.

Non-emergent after hour calls - Our physicians provide after hour coverage for emergent sick calls - in other words, calls that cannot wait until the office reopens. Please keep your calls to our physicians for that purpose and make sure you leave one (1) phone number where you can be reached - the physicians will not make multiple return phone calls. Also, be sure to turn privacy block off, and accept the physician's restricted call so the physician's call will get through.

If it is determined, that a phone call is non emergent, you will be sent a notification for the first call, continued misuse will result in a \$20.00 per call charge.

When in doubt, call. This is not meant to stop urgent calls, it is meant to stop the overuse of unnecessary after hours calls that could appropriately be handled during our regular office hours.

Connor's Questionnaires - These forms are used for assessing ADHD and associated disorders. Each form is costly and frequently they are not returned. We will provide up to 4 forms at no charge; any additional forms will be provided for a \$5.00 per form charge. There is no charge for using the Vanderbilt forms or for using the ADHD portal. However, regardless of the form or portal use there is a charge to have the forms assessed and interpreted.

Documentation of all discussions will be made in the chart.