

# Partners in Pediatrics, LLC

## GENERAL OFFICE POLICIES

**Registration/Demographic Information:** At least annually we are required to obtain updated information from each patient which authorizing 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 twelve (12) months 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 & Accountability Act of 1996). This documentation can be found on our website and 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 registration form. We may deny care unless this policy is followed.

**Adolescent Consent:** Adolescents age 16 years 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 has graduated from high school he/she should find an internal or family medicine provider that can give adult medical care. You may request us to recommend an adult physician by calling our office.

**Patient Portal:** Our front office staff will assist patients with Patient Portal access and instructions. Each patient is given a unique login per child. This system is to give 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, reason for the call, person calling and best callback 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 three (3) business days 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 six (6) 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) 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 sure to be prepared for all appointments by having your insurance card and filling out any necessary forms prior to seeing the doctor. Same-day appointments are available with sick appointments given first priority. Appointments can be scheduled at any of our offices by calling the 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 by 24 hours prior to 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 running 30 minutes late for an appointment regardless of reason will either be asked to reschedule and/or may be worked in when a physician is available.

**After-Hours:** Our physicians are on-call after normal business hours through our on-call system by calling the office line. The on-call system will route your message to the nurse or physician on-call. This service is for urgent problems that can't wait until the next business day (no medical refills 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 guardian. Please speak the billing office for questions regarding fees for records. If an immunization record is requested by fax, there MUST be written consent to release this information. All records can be picked up at the office.

**Dismissal of Patient-Physician Relationship:** Physicians may terminate a relationship with a patient at any time. If this happens, the patient will receive a written notice explaining the reason for dismissal. The physician will provide the patient access for 30 days of service for urgent medical matters only. Our practice reserves this action for any situation that constitutes a breakdown in the patient-provider relationship. This includes but is not limited to 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, or dishonest.