

## **OFFICE POLICY**

### HOURS OF OPERATION AND PHONES

|               |              |                   |
|---------------|--------------|-------------------|
| Monday-Friday | 9am-5pm      | Phones: 730am-5pm |
| Saturday      | 9:30am-12pm* | Phones: 8:30am    |

We do not close for lunch, our building and phone systems are open during the lunch hour.

For all emergencies please call 911. To reach the on call provider after hours please call 937.296.1126 to be transferred to the on call provider. After hour calls to the provider are **NOT** for cancellations, those must be done during business hours.

Flu clinics are held each year but vary on months due to the arrival of the vaccine from the manufacturer. For up-to-date information on when our flu clinics will be held check our website and Facebook page.

Office closings due to weather and other reasons will be listed on our Facebook page or provided by mass text message, and/or mass e-mail.

\*Saturday ending hours do vary upon season. Saturday hours are for sick appointments only and are on a first call, first serve basis.

### REGISTRATION

All new patient and newborn appointments, please arrive 15 minutes prior to your scheduled appointment to complete our new patient paperwork, bring your I.D. and insurance card. New patient paperwork can be found on our website and filled out prior to the appointment. All other patients please arrive 10 minutes prior to your scheduled appointment time to allow for check in process. At every visit we will verify and update any changes to insurance, address, phone numbers, please let the receptionist know if this has changed. Demographic consent forms, scanning of identification and insurance cards are updated yearly or as needed. Late appointments will be asked to reschedule. Please refer to our late and missed appointment policy.

### SCHEDULING APPOINTMENTS AND COMBINATION VISITS

Upon calling our office, the scheduling personnel will gather information needed to ensure you are given the correct amount of time for your appointment. Our appointment times do vary, if scheduling for a consult, which are done at the end of the day, we do require you to be up-to-date on your yearly well child exam. Same day sick visits are generally available and are on a first come, first serve basis.

Combination visits are when other issues and concerns about your child's health and behavior are discussed and addressed, that require extra time and screening that is not part of a routine health exam. When our schedule permits and to save our family's time, we do try to address these issues at the well child visit, however, your insurance will be billed for these concerns. Co-pays are collected at each visit that is not preventative care. Please check with your insurance prior to scheduling any early well child visits to ensure they are covered.

## LATE AND MISSED APPOINTMENTS

It is the mission of this office to meet the needs of our patients, whether that be through regularly scheduled physical exams or acute care visits. We attempt to give our parents reasonable amount of time to discuss the health of their child at each appointment. This can be anywhere from 10-90 minutes. When you schedule an appointment that time is set aside for you, it is important that you make every effort to keep the scheduled appointment and arrive promptly. If you are unable to make an appointment please be courteous and give our office **at least four hour notice** so that another child may be seen. If an appointment is canceled under the four hours it is considered a no show appointment. You may be charged \$50 for your missed appointment; insurance is not responsible for this charge. A pattern of **three missed appointments** as a family will result in a dismissal from our practice. If you are a new patient and you have missed your first scheduled appointment without proper notification in the time frame (4 hours), you will not be able to reschedule for future appointments.

## GROUND FOR DISMISSAL

- Non-Payment on accounts that are past due
- Three missed appointments
- Profanity, verbal, or physical abuse towards staff or others

## MEDICAL RECORDS

There are two ways to obtain medical records at South Dayton Pediatrics:

1. Free option- fax, email, or print records from our Follow My Health patient portal. This is only for electronic medical records after 2013.
2. Request a medical release form, once completed by the parent or the patient if over the age of 18 for authorization, you will pay a fee of \$20 for any medical records requested this way. This covers printing fees for transfer and certified postage.

All medical records fees and transfer of records are done in accordance of Ohio Revised Code (ORC) 3701.741.

## CUSTODY

Unless South Dayton Pediatrics has a court order with custody arrangements, regarding medical decisions, our office is legally obligated to disclose medical information to both parents and/or legal

guardians. Please provide our office with updated custody paperwork when any changes occur, we will keep a copy of it in the chart.

### NURSE CALLS AND PORTAL MESSAGES

Nurse calls will be returned within 24 hours of leaving a voicemail or portal message. If you are requesting medication refills please use our Follow My Health Patient Portal to request your medications. You may also send a non-emergent message to a physician. If you are not signed up for our portal please provide your email to the receptionist at the time of checking in. Once you provide your email, you will receive an email from FMH to create your account, charts to take 24-48 hours to populate information into the system.

### FORMS AND LETTERS

Please bring any forms needing filled out to your child's well child visit, if a form is needing completed outside the well child visit we do require 24 hours to complete them. FMLA paperwork and any letter from the physician require 7 business days to be completed. We do our best to complete all forms in a timely manner. If you provide a fax number we will be happy to fax the completed forms for you.