

PEDIATRIC PARTNERS OF STAFFORD

110 Soaring Eagle Dr.
Stafford, VA 22556
(540)720-2126

Dear Patients and Parents:

WELCOME TO OUR PRACTICE: At Pediatric Partners we care for children from birth to age 18. We provide preventive care, acute sick visits, and also handle management of chronic problems and diseases. We currently have five physicians on staff and they are all board certified pediatricians and members of the American Academy of Pediatrics. The pediatricians are Tamara Loving M.D., Haleh Rajaei M.D., Laura Walsh M.D., Sonia Singh M.D., and Tarik Shinaishin M.D.

Appointments: At Pediatric Partners we see all of our patients by appointment only. We strive to accommodate all of our sick patients with same day appointments. We do request that you provide us with at least 24 hours notice when canceling or rescheduling an appointment so that we may make that time available for another patient. As a courtesy our office will try and confirm your child/children's appointment at least 48 hours prior, but it is still the parent's responsibility if an appointment that you scheduled is missed.

We try our very best to stay on schedule however, emergencies sometimes arise. If we are seriously delayed, we will try to notify you beforehand. Please assist us by being on time for your appointment. Occasionally, we may call patients in the waiting room out of turn if they are here for urgent matters or are being seen by the nurse only. We ask for your patience if you have to wait. We know your time is valuable and will make every effort not to keep you waiting.

Missed Appointments: Our office will bill for any missed appointments not cancelled within 24 hours. **Three (3) missed appointments with no notification are grounds for dismissal from Pediatric Partners.**

Information Changes: If any of your personal information changes such as your address, phone number, or insurance plan please inform our staff. We will have you complete a new patient data sheet and discard the old one to alleviate any future confusion.

Insurance: If your insurance changes please check with our office to ensure we are participating members. All co-pays are due at the time of service. Please remember your insurance coverage is a contract between you and your insurance company and that you are ultimately responsible for payment of your account and knowledge of what your policy covers.

Applicable Fees: All patients are subject to a \$50 NO CALL / NO SHOW fee for missed appointments or appointments cancelled in less than 24 hours. Personal checks returned for non-sufficient funds or closed accounts will be subject to a \$33 returned check fee which must be paid by cash or credit card. Calls answered by our after hours nurse advice line are subject to a \$20 fee per call. There is a processing fee for the copying and / or mailing of medical records which consists of a \$10 administrative fee plus \$0.25 per page. All forms brought in for a physician to fill out are subject to a \$10 fee.

After Hours: We share night and weekend call with a group of local pediatricians. There is always a doctor on call for this practice. The on call doctor has limited weekday early evening and Saturday morning appointments available for urgent sick visits. Please call our office number if you feel your child is in need of an urgent sick visit and our answering service will direct you to the on call doctor.

Telephone Calls: Our nurses are available to answer your health care questions during our office hours. All calls are returned as quickly as possible and all general questions are returned within a 48 hour time period. When our office is closed there is an after hours advice nurse for urgent medical needs which cannot wait until the next day. To access the after hours advice nurse please call our office number and let the answering service know that you would like to speak with the triage nurse on duty. For all non-medical questions such as referrals, prescription refills, scheduling / rescheduling appointments, insurance questions and / or billing questions please call us during our regular office hours Monday-Friday 8:30 am-12:30 pm and 1:30 pm to 4:30 pm.

Prescription refills: We feel each child deserves the best medical care possible. We do not believe it is in your child's best interest to receive an antibiotic prescription over the telephone without a proper evaluation first. All prescription refill requests take 48-72 hours to process.

Insurance referrals: Your doctor may refer you to a specialist but that does not mean a referral will automatically be processed. Each insurance company has its own referral process. Some are quite simple and others require many steps. To insure your referral is complete and ready for your appointment, we request at least 3-5 working days to process referral requests.

Medical records: If you are requesting a copy of your child / children's medical records please allow 7-10 working days for processing.

Billing and Claims: SA Medical Inc. files all of our patient's insurance claims. If you should have any questions regarding your account, an EOB, or a bill you received, please contact our billing service (SA Medical, Inc.) at 540-371-4488.

Privacy: Your child / children's medical record is strictly confidential. We do not release information regarding your child's health to your employer, friends, or relatives without written permission from a parent or legal guardian. We comply with the Health Insurance Portability & Accountability Act (HIPAA) guidelines and have a written privacy policy available in our office.

We look forward to assisting you with all your Childs health care needs.

I HAVE READ AND ACCEPT THESE POLICIES:

Patient Name: _____

Signature of Parent / Guardian: _____

Date: _____

Office Staff Initial: _____