

## **Pediatric Partners of Stafford**

Dear Patient 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 four physicians and three nurse practitioners on staff. Our doctors are board certified pediatricians and members of the American Academy of Pediatrics. The pediatricians and nurse practitioners are: Tamara Loving M.D., Haleh Rajaei M.D., Laura Walsh M.D., Katherine Quinones M.D., Bethanie Cooke C.P.N.P., Holly Frankel C.P.N.P., and Jessica Johnson C.P.N.P.

**Appointments:** At Pediatric Partners we see 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 to 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.

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

**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 information sheet and discard the old one to alleviate any future confusion. Please be advised you will have to complete a new patient information sheet every year, regardless of any changes.

**Insurance:** If your insurance changes please check with our office to ensure we are currently accepting that insurance coverage is a contract between you and your insurance company. You are ultimately responsible for payment of your account and knowledge of what your insurance 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. There is a processing fee for copying and/or mailing 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 fee per form.

**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 healthcare questions during our office hours. All calls are returned as quickly as possible and all general questions are returned within a 48 hour period. When our office is closed, there is an after hours advice nurse offered through Mary Washington Hospital for urgent medical needs which cannot wait until the next day. To access the after hours advice nurse through MWH, call 540-741-1000. 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 5:00 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 proper evaluation first. All prescription refill requests take 48-72 hours to process.

**Insurance Referrals:** Your doctor may refer you to a specialist. If your insurance requires a referral, please contact our referral coordinator to have one 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 referrals.

**Medical Records:** If you are requesting a copy of your child / children’s medical records please sign a release form. We request 7-10 business days to process records.

**Billing and Claims:** SA Medical of Virginia files all of our patient’s insurance claims. If you should have any questions regarding your account, EOB, or bill you have received, please contact our billing service (SA Medical of Virginia) 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 child’s healthcare needs.**

**I have read and accept these policies:**

Patient Name: \_\_\_\_\_

Signature of Parent / Guardian: \_\_\_\_\_

Date: \_\_\_\_\_

Office Staff Initial: \_\_\_\_\_