

## **Hummingbird Pediatrics Office Policies**

OFFICE HOURS- Monday – Friday 9am – 5 pm Saturday-Sunday: Closed

WALK-IN POLICY- Walk-ins are available for patients and these visits are first come first serve, from 9 AM- 11 AM. We highly recommend making appointments. If you come in after 11 AM you will be scheduled for the next available appointment.

APPOINTMENT CONFIRMATIONS- Televox service will confirm appointments 2 days prior to appointment. Contact our receptionist should your phone number change.

CANCELLATION POLICY- If unable to make your appointment please call to cancel within 24 hours of your scheduled time so that we may accommodate other patients. If you fail to show up to your appointment more than three times without a cancellation, you will be terminated.

LATE POLICY- Due to limited availability of appointments we ask that you arrive for your appointment on time. Should you arrive 15 minutes past your scheduled appointment time you will be subject to reschedule.

NEW PATIENT POLICY - Each physician/provider requires a legal guardian/parent at the first visit. At that visit is when the parent can delegate consent to another adult to accompany the child to future visits. Please bring immunization record to first visit.

INSURANCE/PHOTO ID CARD POLICY - We require that you present your insurance card and photo identification at every visit for the protection of our patients.

IMMUNIZATION RECORD- It is the parent's responsibility to bring the patients shot record for any well or nurse visit. There will be a \$5 fee collected at the time of service if the parent requests a copy of the shot record due to loss.

PRIMARY CARE PROVIDER (PCP) POLICY- We require that we are the PCP the day of the visit. It is the parents' responsibility to ensure that this completed prior to the visit.

WELL VISITS/PROBLEM VISITS- If a sick issue is addressed at the time of the well visit, your insurance company will be billed for both visits. Your insurance company may charge for a co-pay/deductible or co- insurance.

ANSWERING SERVICES- The doctor on call will handle emergency calls only. These calls should be limited to urgent problems that cannot reasonably await regular office hours. Please be advised that Medicaid also has its own nurse line: the Medicaid Nurse First Advice line is a toll-free, round-the-clock number found on your Medicaid card.

TERMINATION FROM PRACTICE- We practice the right to remove a patient from our office in the following situations- gross misconduct (yelling, not being courteous of others, disrespect, any form of physical misconduct), illegal or fraudulent acts, profanity, and verbal abuse either over the phone or in person. Your insurance company will be notified of this change.

LAB RESULTS- Please call the office for the results of any lab work or imaging results. You may also access your child's results through patient portal at your leisure.