



## **Aquarius Pediatrics Policies**

### **Appointments**

Well checks must be current in order to update missing vaccines.

Sick complaints at a well child checkup- Please note that your insurance covers preventative care as a bundled service. If you present to a scheduled checkup and your child is sick, or you would like to address a chronic issue, we are obligated to file a separate visit code with your insurance plan just as we would if you brought your child in for that complaint any other day. As such, your regular copay, deductible, and/or insurance amounts will apply and payment will be expected at the time of service.

Late Policy- If you are running late to your scheduled appointment, please call and notify the office. If you are more than 15 minutes late, you may be asked to reschedule.

No show policy- If you miss a scheduled appointment without calling to cancel or you cancel less than 24 hours notice, it will be marked as a no show. You may be required to pay a fee up to \$25 per occurrence per patient. Three or more missed appointments will result in termination from practice.

Walk- ins- We do not see walk ins. If an appointment time is available we will make you an appointment for the same day.

Wrong PCP- Some insurance companies require our physician to be named the PCP for reimbursement purposes. Aquarius Pediatrics will attempt to notify you ahead of time if the wrong PCP is listed. If it is wrong at the time of the appointment, you will need to reschedule.

### **Specialty Prescriptions**

ADHD patients- Must be seen every 3 months, the doctor may request more frequent visits based on the individual. Please call the office 48 hours prior to running out of medication. If patient is eligible for a refill, it will be sent to the pharmacy. If picking up a prescription, the person picking it up must be at least 18 years old. If the prescription expires before someone picks it up, a \$5 charge will occur.

Asthma patients- Patient needs to be seen every 3 months to be eligible for RX and refills.

### **Request of medical information**

Due to HIPAA laws, Aquarius Pediatrics can only send medical information via fax after a copy of ID, written statement and signature received. Request for medical records will incur a \$25 processing fee. There is no fee if we are sending records to another medical office.

Authorized persons- Only adults listed on the initial intake form will be allowed to accompany your child for visits if the parent or guardian is not available. If the adult is not listed, he or she need to come with a letter from the parent or guardian stating you are giving permission to bring child.

## **Vaccination Policy**

Only patients who are fully vaccinated per the CDC recommended schedule will be accepted at Aquarius Pediatrics. For those who are delayed, they may discuss a catch-up schedule with the doctor directly.

## **Insurance policies**

It is the patient's responsibility to understand what services are and are not covered under their plan (i.e. mental health, obesity) Families will be responsible for payment if services performed are deemed by your insurance company not to be covered by your policy. We will file claims to the insurance plan(s) you have provided to us. If secondary insurance information is not provided at the time of the visit, you will be responsible for fees not covered by your primary insurance. It will be your responsibility to file any additional claim. Failure to provide accurate insurance information can result in appointments being cancelled if active coverage cannot be verified prior to your appointment.

## **Medication refills**

Please call the office 4-5 days prior to running out of medication. Patients must have had a well check in the past 12 months in order for refills to be called in without being seen.

## **Dismissal from practice**

Vaccine refusal- Aquarius Pediatrics follows the recommended CDC vaccine schedule endorsed by the American Academy of Pediatrics. If patients refuse to follow the routine vaccine schedule, they will be terminated from the practice.

A patient and family will be dismissed from the practice if inappropriate behavior is exhibited which includes but is not limited to yelling, cursing to staff and/or physicians.

An unpaid balance beyond 90 days without a formal payment plan in place will result in dismissal from the practice.

No show- Three or more no shows will result in termination from practice.

## **Phone calls**

Phone messages to the Doctor will be returned within 24 hours. If you leave a message for the nurse or any other staff member, they will return your phone call by the end of the day. If there is an urgent concern, make an appointment.

## **Paperwork**

There will be a \$10 fee for any form requiring a doctor signature. If you present a physical form at the time of the well child appointment, there will be no fee. Paperwork brought to the office will take 24 hours to complete.