

Office Policies

Billing

- Copayments, deductibles, and any charges not covered by your insurance must be paid at the time of service.
- **Anyone accompanying a child is responsible for payment at time of service.** All children under 18 must be accompanied by an adult.
- We accept cash, personal checks, and credit cards (Visa, Master card, Discover, and American Express).
- We will bill the insurance company you specify for the services we provide. If we do not receive payment from your insurance company within 45 days, the remaining balance is your responsibility.
- Please provide us with current and updated information at every visit. It is your responsibility to let us know of any changes regarding insurance, addresses, phone numbers, pharmacy, etc.
- Let us know if your family is struggling with financial hardship. Payment plans can be arranged.
- Any no-show or cancellations made without 24-hours notification for non-emergency reasons will be subject to a \$75.00 fee for sick or follow up visits, \$200 fee for well child/ physical exams and \$250.00 fee for consultations. Late arrivals may need to be rescheduled.
- We charge a \$35.00 fee for returned checks.

Insurance

Ramsey Pediatric Center accepts most PPO insurance plans. We do not accept Medicaid, Chips, or Tricare. We do not file with secondary plans. Please check with your insurance company to verify that we participate in your plan. **The insured needs to know the insurance benefits prior to the visit including deductibles, copayments, well-care coverage, and immunization coverage.**

Some insurance companies require that you use a specific laboratory or radiology facility and require preauthorization for certain services and prescriptions. It is your responsibility to contact your insurance company and find out if you have any restrictions.

Be sure to sign up any new family members to your insurance policy immediately following birth to ensure medical coverage.

Appointments

The office starts taking calls at 8:30am. Our office hours are from 8:30 am to 5pm Monday- Friday.

- *New Patient* exams can be an extensive visit. We need adequate time to get acquainted with each other and get a detailed medical history and exam. Please bring a current immunization record with you if possible.
- *Well Child Exams* The first newborn exam should be scheduled for 1 week of age. The neonatologist/pediatrician who exams your baby in the hospital will tell you if follow-up is needed sooner. Subsequent visits will occur at 2- 4 weeks, 2, 4, and 6 months, 9, 12, 15, 18, 24, and 30 months, and then annually. These visits are important because they assess growth, development, health, behavior, and are a great opportunity for you to ask questions. The practitioner will discuss any concerns you may have and will provide guidance for nutrition, development, sleep habits, injury prevention, parenting, discipline, and more. If there is not enough time during the visit to discuss all the concerns you may have, or if there are issues that would benefit from further discussion, we may ask you to set up an additional visit.

- *Please Come On Time* We try our best to see you at your scheduled appointment time. Please be on time for your appointment so we can give your child the proper medical treatment and attention they need.
- *Walk-In Appointments* Please call our office to schedule an appointment time if your child needs to be seen. Walk-in patients will be charged an additional \$25 fee. Our goal is to provide medical treatment for your child in a timely manner. Walk-in patients result in delayed appointment times for the rest of the scheduled visits.
- *After Hours/ Weekends* If your child becomes sick after hours, on weekends, or over holidays we are happy to assist you through our physician on call service. We ask that only true emergencies be communicated to the physician on call.
- *Cancellations* If you need to cancel an appointment, especially a well child or consultation, please give 24-hours notification if possible. We do understand situations may arise at the last minute, but please be considerate of others who could have taken your appointment time. No shows and late non-emergency cancellations are subject to a \$75.00 fee for sick and follow up visits, \$200.00 fee for well child exams, and \$250.00 for consults.

Phone Calls

We welcome calls for questions or advice regarding your child. We have a phone nurse daily that is there to answer all of your questions. The nurse will prioritize calls in order of urgency. Please allow adequate time for the nurse to return your call. Provide several phone numbers in case we cannot reach you at one location.

Our patient resources page is a very useful tool for parents and may be able to answer your questions.

We have a physician on call weeknights and weekends. We ask that the service be used for emergency questions only.

Prescription Refills, Forms, Referrals, and Medical Records

Please allow adequate time once your request has been submitted. Referrals can take several days in order to complete paperwork, obtain authorization, and to schedule an appointment.

Please allow 48 hours for prescription refills so we can review your child's chart and make certain we are giving your child the best care possible for the problem. ADHD prescription refills can take up to three business days.

School, daycare, camp, and sports physical forms take time to complete and review. Please bring this paperwork with you at your child's checkup appointment. Any paperwork that needs to be filled out outside of your child's appointment will be charged a \$25 fee. Please allow three business days for us to complete. Requests for copies of shot records will take 48 hours. Shot records must be picked up, we are no longer able to fax or mail them. There will be a \$5 charge for a copy of shot record outside of a well child visit.

Medical Records requests will be completed within 3-5 business days. A summary medical record and immunization record will be provided at no charge. We will send your child's record to 1 (one) provider at no cost to you. All other request will be accessed a fee with payment due in full before records can be obtained. The fee for record duplication is \$25.00 for the first 20 pages, then \$.50 for each page thereafter, in addition to postage and shipping cost. \$15.00 fee for each affidavit. These charges are based and set by Texas Law §165.2. Medical Record Release and Charges Statue.