



Our Office's Policies

OFFICE HOURS AND EMERGENCIES

Our office hours are Monday, Tuesday, & Thursday from 8:00am to 4:00pm.

Wednesday 8:00am to 1:00pm & Friday 8:00am to 3:00pm.

Lunch 11:30am to 12:30pm.

Holidays: Our office is closed for all major holidays, such as: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, the day after Thanksgiving Day and Christmas Day. Depending on the day of the week the holiday falls, our office may be closed additional days.

Emergencies/After Hours: If you have a medical emergency, please call 911 or take your child to the nearest emergency room. If you would like to speak with our on-call after hours service regarding a true, urgent medical issue, please call our office at: (256) 849-0436.

APPOINTMENT POLICIE

In order to provide timely service to our patients, we prefer that you call and schedule appointments, as we are not a walk-in clinic. Our provider and staff do their best to stay on schedule as much as possible; however, delays and emergencies do happen and we ask that you be considerate of those delays or emergencies.

Punctuality is appreciated. We ask that you arrive on-time to your scheduled appointment in order to further assist our provider and staff with staying on schedule. If you are more than 15 minutes late for your scheduled appointment, the system will remove you from our schedule. Depending on the availability of our schedule, we will attempt to reschedule your appointment for the first available appointment. If you know that you are going to be late for your appointment, please call ahead so that you may be able to keep your appointment time. However, if you know you are unable to keep your appointment, we ask that you call at least 24 hours in advance to cancel.

Well Child Visit Appointments: In order to keep your children healthy, it is important to bring them in for regular/annual checkups. We recommend that you call at least 1 week in advance of needing your well child appointment so you may choose the appointment date and time that best fits your schedule and needs.

Sick Child Visit Appointments: We make every effort to schedule appointments for your sick child or children on the same day you call our office. To increase your chances of getting a same day appointment, call as early as possible due to appointment availability being slim during influenza and winter months. We ask that if you are making an appointment for multiple sick children, please call ahead so that we may accommodate you appropriately. Without a scheduled appointment, you will be seen at our first available appointment time, which may mean a longer wait time or may require you to return for a later appointment time that day.

Nurse Visit Appointments: You may call our office at any time to schedule a nurse visit for the following type of appointments: immunizations, weight checks, TB skin tests, allergy injections, etc. Our nurse schedule is always available for appointments during our office hours.

New Patient Appointments: We ask that you arrive 15-20 minutes prior to your scheduled appointment time. This is to allow you enough time to fill out the necessary paperwork and to help the providers and staff stay on schedule. Please be sure to bring with you your insurance card, shot record and any other records or information with you for your appointment. For newborns, please be sure to bring any discharge paperwork from the hospital to your first appointment.

Established Patient Appointments: Please try to arrive 5-10 minutes prior to your scheduled appointment. Always remember to bring your insurance card with you to every appointment. It is important to let our office know of any changes to your insurance, address, phone numbers or pharmacy as soon as possible.

NO-SHOW POLICY

Our office understands that situations arise in which will cause you to miss your scheduled appointment. However, if you do not call and cancel your appointment, you may be preventing another child from getting a much needed appointment. Therefore, our office has a "No Show Policy" in order to enable patients to have every opportunity to schedule an appointment.

A "no-show" is someone who misses an appointment without canceling it in an adequate manner. A failure to be present at the time of your scheduled appointment will be recorded in your medical record as a "no-show." Patients with 3 OR MORE "no-shows" will run the risk of being dismissed from Kids Clinic, LLC.

INSURANCE POLICY

We accept MOST insurance plans. However, if you have a question regarding a particular insurance plan, please contact our billing department.

It is important to bring your current insurance card with you to every appointment. As a courtesy to our patients, we will submit your claims but we must have the most accurate information to do so. Please remember to inform our office if your insurance information has changed. If we do not have the correct or current insurance information, it could result in you receiving a bill from our office.

For Newborns. it is highly recommended that your insurance provider be contacted as soon as possible after your newborn arrives. Most health plans allow you 30 days to add your newborn to your insurance policy. After 30 days, if the newborn is not listed under the insurance policy, you may be responsible for all charges. If you have Medicaid, please bring the "Unborn" Medicaid paper with you as that paper will have the newborn's Medicaid number until you let Medicaid know that your baby has been born.

FINANCIAL POLICY

Our office accepts cash, check and all major credit cards.

You will be responsible for charges not covered by your insurance policy/policies, including all co-pays, deductibles, coinsurances and/or unpaid balances regardless of marital or custody status. If you have a co-pay, a deductible, a co-insurance or an overdue balance, we will collect in full at the time of service. Our office cannot be involved in payment disputes between parents. If you are a self-pay patient for a visit, please be sure to have your payment available at the time of your visit in order to be seen on that day.

We have a \$30 returned check fee for all returned checks. You will then be responsible for paying the \$30 fee along with the amount of any returned checks within 10 days of the notice from our office or further action will be taken.

If you are needing a printed copy of your child's medical records for yourself, there is a form to be filled out along with a \$6.50 fee that is due before those records can be printed and available to you.

PRESCRIPTIONS & PAPERWORK "PICK-UP" POLICIES

In order for our providers to timely and appropriately care for the patients in the office, any prescription refill requests (that require being picked up in our office) or paperwork requests will be available for pickup 24 business hours after your request has been made. For example, if you call and request a refill for your child's ADHD medication on-Friday at 3:00pm. the prescription will not be available for pickup until the following Monday at 3:00pm.

Prescriptions: All prescription refill requests can be made by calling our nurse lines. Please do not wait until your child's last dose of medicine to call and request a refill.

Paperwork: All paperwork (sports physicals, school medication forms, daycare forms, blueslips, etc) that need a provider's signature may be dropped off at our office during normal office hours. However, we ask that you fill out all of the patient's direct information on those forms prior to leaving it with our office. Our provider will need that specific information before they will be able to fill out the medical portion of the paperwork.

Medical Records (Copies): Our office can provide you a copy of your child's medical records for yourself after a Medical Records Release Authorization Form has been signed, along with a \$6.50 printing fee. Medical records can also be sent free of charge to another clinic, specialist, attorney, etc. once a Medical Records Release Authorization Form has been signed.

VACCINE POLICY

We at Kids Clinic, LLC are pleased you have chosen us to be the primary care provider for your child's health care needs. We are committed to seeing your child grow up as healthy as possible and reach their given potential.

Our office views immunizations as a huge benefit in preventing serious, potentially fatal diseases and in saving lives. Vaccinating children and young adults may be the single most important health-promoting intervention our office performs as a health care provider. We believe that all children and young adults should receive all of the recommended vaccines according to the immunization schedule published by the Centers for Disease Control and Prevention and the American Academy of Pediatrics.

If you are not comfortable with our immunization schedule, we will ask you to consider finding another medical home for your child in order to protect our other patients who may not yet be eligible for vaccines due to age or medical condition.

TELEPHONE CALLS POLICY

If you do not need to make an appointment and you have medical questions, you may call our nurse line. When leaving a message on the nurse line, please include the following information: the child's name, the child's date of birth, the reason for the call, and the best phone number to contact you. Please remember that our main responsibility is to those patients who are currently in the office. Even though our nurses are busy with the patients in the office, they strive to return phone calls as quickly as possible throughout the day. Calls before lunch will be answered before the office closes for lunch, and calls made after lunch may not be returned until clinic is over. If you feel as though you cannot wait for a nurse to call you back, please call our office and schedule an appointment.

It is important to remember that our office will not print out a school excuse for your child without first seeing the child in our office for that particular illness/reason. Please contact the nurse line if you have any questions about school excuses.

You may also send a message to our nurses through our Patient Portal. Contact our office to find out more information!

By signing below, you acknowledge that you have received, read and understand/comply Kids Clinic, LLC.'s office policies.

Print Name of Parent/Legal Guardian

Relationship to Patient

Signature of Parent/Legal Guardian

Today's Date

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