

**PEDIATRIC CENTER AT RENAISSANCE**  
**OFFICE INFORMATION AND POLICIES**

**OFFICE HOURS**

Monday-Friday	8:00 am – 12:00 pm; 1:00 – 5:00 pm
Saturday	8:00 am – 1:00 pm

Office hours do have minor fluctuations based on seasons (i.e. summers) and holidays. Please visit our website or call our office for updates.

**WALK-IN CLINIC**

We welcome walk-ins but always encourage that you call before arriving. This will give you an opportunity to assure that there have been no changes in hours for walk in clinic that day. You can also get added to the wait list before your arrival, reducing time in the clinic. Patients that walk-in for an appointment will be scheduled with a Physician Assistant. Walk-in appointments are worked in after same day appointments.

**Walk-In Hours** (\*Subject to change):

Monday – Friday	8:00 am – 11:30 am; 1:00 pm – 4:30 pm
Saturday	8:00 am – 12:30 pm

**AFTER HOURS**

We offer after hours telephone triage through Tele-Nurse. Calls made outside of our standard business hours will be answered by a team of nurses that will direct patient care accordingly. This service is offered when the clinic is closed, including weekends and holidays.

**BILLING AND ACCOUNT MANAGEMENT**

You will receive one statement every 30 days, balances due are expected to be resolved within 30 days. We provide family billing, which means all patients from the same family should be included on one statement. We provide the convenience of making payments online through the patient portal or if you have your invoice you may use the quick-pay option. Visit our office website [www.mcallenpediatrics.com](http://www.mcallenpediatrics.com) to access a link to the patient portal. If you have questions or concerns regarding your statement, please call our office at 956-686-6100.

**SCHEDULING APPOINTMENTS**

If your child needs to be seen because of an illness, same day appointments during office hours are always available. Please call ahead to obtain a time. Should your primary care physician be fully booked or out of the office, you will be seen by a Physician Assistant. When calling to make an appointment, please make sure to give accurate information to our schedulers so that they may assign the appropriate amount of time needed to address your child's illness. If more than one child needs to be seen, please let the front office know that at the time you are scheduling the appointment. Adding siblings once you arrive for the appointment may or may not be available depending on the providers schedule for that day. You will receive an appointment reminder notification from our automated reminder system to the email or phone number of your choice based on what we have on file. You will have the option to confirm or

cancel your appointment at this time. Appointment reminders will be sent 3 days ahead of any scheduled appointment. However, you are still responsible for keeping your appointment time even if we cannot reach you.

Updates to account demographics and patient information are required at every visit. Please help us keep your phone number, mailing address, and email address up-to-date in our system. Insurance and Medicaid cards, along with a valid ID, are required at every visit and will become a part of the patient's record. It is your responsibility to notify our office of any insurance change.

## **VACCINATION**

*We believe that vaccinating children and young adults may be the single most important health-promoting intervention we perform as healthcare providers, and that you can perform as parents/caregivers.* The recommended vaccines and the vaccine schedule are the results of years and years of scientific study and data gathering on millions of children by thousands of our brightest scientists and physicians.

Because we are committed to protecting the health of your children through vaccination, **we require** all our patients to be vaccinated. Infants will receive all age-appropriate recommended vaccines by three months of age, with additional recommended vaccines as well as booster doses by two years of age. Children will continue to receive additional recommended vaccines at age appropriate intervals based on timeframes established by American Academy of Pediatrics and the CDC. For more information regarding this policy, we are happy to provide our more detailed "Vaccine Policy Statement" or have further discussions with your provider.

## **REFERRALS**

If your child needs a referral to see a specialist, he/she must be up to date on well child checkups and have seen the physician for the concern in the last 6 months. When a referral recommendation is made, our office staff will assure the specialist's office receive the referral request; patients should reach out directly to the office to schedule the appointment. If the specialist is out-of-network with the patient's insurance plan, all out-of-pocket expenses are the responsibility of the policy holder. You may contact our office to help identify a specialist that may be in network. We do not guarantee that we will be able to find a local specialist that is in network for your plan. Lastly, many insurance plans require 3-5 days before an authorization can be obtained therefore, we are not able to facilitate last minute requests. No retroactive referrals will be given.

## **LATE/CANCELED/MISSED APPOINTMENTS**

If you are running late for your appointment, please notify our office so that we can see the next scheduled patient early if possible. Patients that arrive more than 15 minutes late for their appointment will have lost their place on the schedule and will be taken in as a walk in. The front office will accommodate your visit based on the availability of the providers in clinic that day. When possible, you will be fit in as a walk in and will be seen when a provider becomes available. You may have to wait until all scheduled patients are seen.

If you need to cancel or reschedule your appointment, we ask that you do so 24 hours in advance. You can do so by calling the office or when notified by our automated appointment reminder system.

Failure to cancel or reschedule an appointment at least 24 hours in advance, will result in a "No-show". We reserve the right to charge a \$25 fee for each no-show. After 3 "no-show" appointments, an account will be placed on a scheduling hold. A family account with such a hold can no longer schedule an appointment but can only be seen on a walk-in basis.

**DUAL VISITS**

We are a patient centered medical home with an emphasis on preventative care. Well child checkups are an essential part of your child(ren)’s overall health. We follow Bright Futures and Texas Health Steps guidelines to assess and evaluate development and growth. These services include vision and hearing screens, vaccines, dental varnish, and CHADIS questionnaires. Please be advised that your insurance may not cover all these services, leaving you responsible for paying the balance. We encourage you to learn your plan’s benefits and what will be covered.

If a patient comes in for a sick visit and is due or overdue for a well child checkup, the provider will take the additional time, as needed, to provide both the sick and well services. Likewise, if a patient comes in for a well child checkup and symptoms of an illness or medical condition are brought to the provider’s attention, he/she will take the additional time, as needed, to discuss and evaluate the illness for treatment. In either case, we will bill and collect for both the sick and well visit. While many insurance plans do not require copayment for the well/preventive visit, many insurance plans do require a copayment for the sick visit. We are contractually required to collect any patient financial responsibility for our services; including, copayment, coinsurance, deductible and any services not fully covered by your insurance.

**INSURANCE VERIFICATION**

Our front office staff will determine insurance eligibility in advance of the patient’s appointment. Insurance must be active for a patient to receive medical benefits. If no active coverage is found at the time of service, the patient will be considered private pay for that visit and the account holder is responsible for paying for the visit in full at the time of service. If proof of insurance coverage is determined after the date of service, a full refund will be processed. If a patient is covered by more than one insurance, it is the policy holder’s responsibility to provide that information up front so that we can update patient records accordingly. Please keep in mind that our providers must be in-network with your insurance plan to avoid out-of-network additional costs. It is the responsibility of the policy holder to confirm that information.

**Acknowledgment of Office Policies**

I acknowledge receiving Pediatric Center at Renaissance’s Office Policies. By acknowledging this I am accepting the policies as stated. I have read this form and I have had an opportunity to ask questions about it.

Parent/Guardian’s Signature: \_\_\_\_\_

Patient’s Name: \_\_\_\_\_ Date of birth: (MM/DD/YYYY): \_\_\_\_\_

Patient’s Name: \_\_\_\_\_ Date of birth: (MM/DD/YYYY): \_\_\_\_\_

Patient’s Name: \_\_\_\_\_ Date of birth: (MM/DD/YYYY): \_\_\_\_\_

