



McDonough Pediatrics, P.C.

101 Regency Park Drive, Ste 140
McDonough, GA. 30253

Policies & Procedures for McDonough Pediatrics, PC

APPOINTMENTS

Our office is by appointment only, except in cases of extreme emergency. This policy helps our office stay on time with our appointments and keeps our waiting to a minimum. It is our policy to provide care to all sick children that need to be seen. When making an appointment for your sick child, this allows us to decide if the patient needs to be seen in our office or referred to a specialist. This helps our office in prioritizing our appointments, saving you time and expense. It is our policy to schedule Well Check-Ups every 30 minutes. Please make sure that you are on time for these appointments. When you are late you are in the next appointments time slot, and you will be worked into our existing schedule. This may also require you to reschedule your appointment. Please remember when you are late, our schedule runs late for the rest of the day.

REMINDER PHONE CALLS

It is the policy of this office to place reminder phone calls of scheduled appointments 2 days in advance. Please make sure that you give the receptionist the correct daytime phone number when you make your appointment. It is the patient's responsibility to be at the appointment on the correct date and time.

OUR OFFICE IS NOT A WALK IN FACILITY

Our office and staff are proud to be able to offer you the best medical care with the least amount of waiting time. In order to offer this level of service to our patients, we cannot offer walk-in appointments to our patients. If you do not schedule an appointment and your child needs to be seen, one of our nurses will triage the patient and decide if he/she needs to be worked in. Please note if we do work you into our schedule, you may experience delayed wait times, but you WILL be seen.

CANCELLATIONS

If you cannot make your scheduled appointment time, please call and cancel at least 24 hours in advance. If you do not call to cancel your appointment, you will be listed as a No-Show appointment.

RECHECK APPOINTMENTS

It is the policy of our doctor to order rechecks for recurrent ear infections, strep infections, bronchitis, pneumonia, severe sinus infections, other severe infections, or diseases that might require monitoring. It is imperative that you keep these recheck appointments. This helps the doctor plan a method of treatment that is best for your child. In younger children who still have regular checkup appointments, we try our very best to incorporate this recheck in with your monthly checkups.

FINANCIAL POLICIES OF MCDONOUGH PEDIATRICS, PC

Payment is due at the time of service. This includes Co-payments, Co-Insurance, and Self Pay Policies. PPO, HMO, POS, AND EPO Insurance Plans: We have a contracted fee schedule with these insurance companies. You are responsible for your co-payment and any other amount that the insurance company states as being your responsibility or any non-covered services. These fees are non-negotiable as we have already negotiated these fees and contracted them with your insurance company. The fee schedule for our self-pay patients is separate and will be given when requested. Please save your receipts. You may need them for your secondary insurance or for tax purposes. Our computer system does not print duplicate receipts and line by line statements.

BALANCE BILLINGS

It is the policy of this office to mail statements each month. The balance is due within 10 days of the receipt of statement. If you cannot pay the balance in full, please call the billing office to make payment arrangements. Finance charges will accrue on any account past due by 30 days. If you set up payment arrangements, please make payments on arranged date and amount or collection proceedings will start. All of our collections are handled via the courthouse or by our collection agency. If your account becomes past due, and if there are special circumstance or legitimate reasons, please call us so that a mutually agreeable solution can be found. Please do not let this impact the healthcare of your children.

If our office makes every effort in helping you and your account is past due, appropriate collection actions will be taken within 90 days of the initial billing. Our office makes the best effort to make arrangements with you in the best interest of both parties, but please understand that this is a business, and it is run in the most cost effective and efficient manner possible. Many insurance companies are covering Well Exams at 100%. Due to this we do not collect your copay at the time of service. Please note during a Well Exam, if your child has anything additional that is discussed during that exam, including a chronic condition, acute illness, or any other problem that is occurring, there will be an additional sick visit charge and may be subject to a co-payment. If you have any questions regarding financial expectations, please call our billing office at 770-745-1070.

*** I have read and understand the POLICIES AND RULES OF MCDONOUGH PEDIATRICS, PC. I have been given the original for my files. ***

SIGNATURE: _____

DATE: _____



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McDonough, GA 30253
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Prescription Requests

While we make every effort to respond to prescription refill requests in a timely manner, requests can take up to 2 business days to complete (no weekends or holidays). Refill requests received on Fridays will be processed the following week and will be completed by Tuesday.

For Chronic conditions, such as asthma, unless otherwise directed by your provider, maintenance medications will be approved if the patient has had an office visit within the last 3 months for that condition. If the patient has not been seen, it will be necessary to schedule an appointment and a 30 day supply of the Medication can be prescribed. A follow-up appointment must be made for us to process the refill request. Only 1 reschedule will be allowed. Please speak with your provider during the next visit to see if your maintenance medications can be prescribed for 6 months of refills. This is usually a factor of the stability of the condition and DEA regulations.

We are unable to prescribe medications without the patient seeing a provider for non-chronic conditions. This includes requests for antibiotics and narcotics. Please do not ask our schedulers and nurse assistants to send messages to our clinical staff for these kinds of requests.

All messages for clinical providers must include the child's name, date of birth and a description of the issue/need. Failure to provide such information will result in a lack of response.

Below are guidelines regarding refilling of medications:

- Unless otherwise directed by your provider, maintenance medications such as asthma will be approved if patient has had an office visit within the last 3 months.
- Narcotics, other controlled substances such as ADD/ADHD medication, and sleep aids will require a mandatory visit every 3 months unless otherwise directed by provider.
- An office visit is required for Antibiotics and most Rx medications & will not be prescribed without a visit.