

BOONSLICK PEDIATRICS, L.L.C.

PATIENT POLICY

Thank you for choosing Boonslick Pediatrics as the health care provider for your child. We are committed to providing the best quality care to each of our patients. The following is a statement of our policy.

Regarding Insurance

All charges will be submitted to your insurance plan provided that we are a participating contract provider for that plan. Please understand that the agreement of the Insurance Company is a contract between you and your insurance company. We are required, per this agreement, to collect co-payments and balances due at the time of service. Co-pays, coinsurance and deductible amounts are your responsibility. Should we need to send out a statement to collect co-pays, a \$5 service charge could be added for each statement sent each month. Please bring your insurance card to each visit.

Separation/Divorce Policy

The parent accompanying the child is responsible for paying the copay or any charges pre-determined to not be covered by the insurance at the time of service. It is your responsibility to keep our office informed of any address, phone number, or insurance changes, as we can only work with the information provided to us.

Office Hours

We see patients between 9am and 4:30pm Monday, Tuesday, Thursday and Friday and between 9am and 12:30pm Wednesday and between 9 and 11:30am Saturday. Our phones are on Monday through Friday from 8:30-4:30, and off from 12:30-1:30pm for lunch. Our phones are on from 8:30-11:30am on Saturday.

Appointments

Appointments are available during regular office hours and can be scheduled by telephone. When scheduling, please state the nature of your child's visit so that we can deem the appropriate amount of time for the appointment. If you arrive more than 30 minutes after your appointment time, you will be asked to reschedule. If you cannot keep an appointment, we ask for 2 hours notice of cancellation on a same day sick appointment and 24 hours notice on well visits, medication re-checks, or other evaluation. Any missed appointment or cancellation not taken care of in advance, is subject to a \$25 fee.

Referrals & Paperwork

It is the patient's responsibility to make sure that insurance referrals are requested in a timely fashion. We are also happy to complete any paperwork needed for FMLA, school, sports, or otherwise. We ask that you allow four (4) working days for any non-urgent case. Once you have left our practice, it is our courtesy to hold on to your chart for a given period of time in case any records are ever needed. These records are kept off site so please allow 30 days for completion. Some forms may be subject to a small completion fee (ie: FMLA and chart retrieval off-site).

After Hours

If your child is ill and our office is closed, the doctor may be reached through the after hours exchange at 314-388-5353 or 866-582-8060. Please have the details of your child's illness and a pharmacy number available for a prompt response. This service is intended for emergent issues only. Routine matters or minor concerns can be addressed during regular business hours. In the case of a true medical emergency, please go directly to the nearest emergency room.

Medication Refills

For medication refills, please contact your pharmacy. If refill authorization is required, they will contact our office directly. If a refill is needed for a controlled substance, please contact our office. Please allow 3 business days on all medication prescription refills. Please be aware that the patient may need to be seen by the doctor before a refill is permitted.