

The World of Pediatrics  
Practice Policies

**Appointments:**

Appointments can be made during our regular office hours 9:00am-6:00pm Mon - Fri or. If your child is sick we can usually work-in your child for a same day appointment. Sometimes it is necessary for us to triage your child's illness and we may offer you an appointment for another day. Well child appointments tend to book weeks early from any given day, so please call in advance for these appointments. Walk-in patients will be worked into the schedule and will be seen after our scheduled patients. We prefer that you phone first for an appointment rather than walk-in.

We sincerely try to meet our appointment schedule, but on occasion, due to medical emergencies, we are unavoidably delayed. Thank you for your patience in this matter. A staff member will try to notify you of any delay.

Much effort goes in to preparing for your visit. If you are unable to keep your appointment please be considerate of other patients needing to be seen and contact us no later than one full day before your scheduled appointment to cancel. **All "same day" cancellations and "no show" well child appointments will be charged a \$50.00 missed appointment fee. Two "unexcused" missed appointments may result in discharge from the practice.**

**After Hours:**

Coverage is provided during after-hours and weekends. You may call our main office number **770-442-5437** and our answering service will connect you with physician on call. If your condition is a life threatening **emergency please call 911**.

**Prescriptions/Refills:**

Please call your pharmacy and have them contact us during regular office hours for any approved refills. We will refill prescriptions within 24 hours of receiving a call from your pharmacy or an on-line request. Prescriptions requests for CII drugs (i.e.: Adderall, Concerta, Ritalin, Vyvanse etc...) should be requested one week prior to need. We will not authorize refills during after hours, weekends, or refill another physician's prescription(s).

Requests for new medications or antibiotics will not be filled without first making an appointment for your child to be seen.

**Referrals:**

If your insurance requires a referral in order for your child to see a specialist, it is your responsibility to contact our office as soon as an appointment is made. We require one week notice to process your referral. Same day referral requests will be denied.

**Insurance:**

You are personally responsible for payments for all services provided by The World of Pediatrics. It is your responsibility to know what type of insurance you have and the type of coverage it provides. It is your responsibility to know what your insurance covers. If you do not inform us of any special requirements and services are subsequently not covered, you are

still personally responsible for your bill. Please do not hesitate to contact us with any questions regarding your bill.

**Payment:**

Payment is expected at time of service. We accept cash, checks, Discover, MasterCard and Visa. Any co-payments or deductibles are to be paid at time of service. If co-pay is not paid at the time of visit, a service charge equivalent to your co-pay will be added to your account. A service charge of \$40.00 is applied toward any bounced check.

**School & Camp Forms:**

Due to the increasing demand of forms needed to be filled out for various school, camp and sports programs, we have found it necessary to charge \$15.00 for each health form to be filled out. If your form is brought with your child on the day of their well child exam, there will be no charge. We also request that all forms be dropped off at least 7-10 days in advance so that we may have ample time to complete all forms.

**Medical Records:**

If requesting your child's medical records, please allow two weeks for our office staff to process your request. Per Georgia Code Annotation 31-33-3 a charge of up to \$20 may be collected for search, retrieval, and other direct administrative costs related to compliance with the request under chapter. A fee for certifying the medical records may also be charged not to exceed \$7.50 for each record certified. The actual cost of postage incurred in mailing the requested records may also be charged. In addition, copying costs for a record which is in paper form shall not exceed an administration fee of \$0.75 per page for the first 20 pages of the patient's records which are copied; \$0.65 per page for pages 21 through 100; and \$0.50 for each page copied in excess of 100 pages. All fees are adjusted annually. We do not charge an administration fee to send a copy of your child's immunization record and growth chart to another physician's office.

**Miscellaneous Paperwork:**

Other forms, letters, or paperwork not listed above. These charges depend on quantity and depth of forms and documents that patient requests us to prepare. The cost for notarization of these forms is included. These forms will be ready for pick up or for fax within 7 to 10 days of request. Minimum charge is \$5.

\_\_\_\_\_ Date \_\_\_\_\_ 201  
Name and Signature of Parent or Guardian