

ADDITIONAL POLICIES

AFTER HOURS CALLS

We have a provider on-call 7 days a week for emergencies only. We do not have nurse triage after hours, rather we rely on an answering service that will contact the provider on-call. If you have routine questions, please call during our office hours. All after-hours calls will be answered in a timely manner. There will be a \$25.00 charge for all provider phone calls after regular business hours. This will not be billed to your insurance. Most illnesses can safely wait until the following day, and our providers may help you decide if more urgent attention is required. Please keep in mind that it is not medically appropriate to treat any child over the phone without an appropriate examination. If you have a question regarding medication dosage, please call your local 24-hour pharmacy or your insurance nurse line.

RELEASE OF MEDICAL RECORDS

Our office has 15 business days to release your child's medical records. There will be a \$35.00 charge for copying your child's chart for the first 30 pages, \$0.25 for any additional page. Medical records may be transferred to another physician at no charge with a completed Release of Information.

Shot Records/School Forms

Immunization records can be accessed and printed at any time from the Patient Portal found on our website. Immunization records will be released within 2-3 business days after request. Please allow 5-7 business days for your school, daycare, camp, and sports physical forms.

If your child has not been seen in our office within the previous 60 days, an office visit and exam will be required before forms can be completed. If you require the form to be completed sooner, there will be a \$25 expedite fee applied. For any forms requiring more than a signature, additional fees may apply. Detailed forms and letters will be charged according to the amount of time required to complete.

MEDICATION REFILLS

Please allow our office 72 hours for prescription refills. Medication refills will only be done during our normal business hours. The on-call provider will not prescribe non-urgent refills after hours or on weekends. For new prescriptions or dosage changes, the patient must be seen prior to any new prescriptions.

Please allow 3 business days for your controlled substance prescription to be refilled. Children on controlled substances, chronic medication, or asthma and/or prescription allergy medications are expected to be seen by a provider every three (3) months, at a minimum, however the providers reserve the right to require more frequent monitoring based on the clinical picture and the individual child.

Refills requested due to a pharmacy error, spillage, sun damage, misplacement, appointment unavailability, etc. will be managed on a case-by-case basis. The parent/patient is responsible for administering/taking the medications as prescribed, for scheduling follow-ups in advance, for keeping track of the necessary refill date, and keeping medications in a safe place. No partial refills will be prescribed.

Please request all prescription refills via Patient Portal.

CHRONIC/LONG-TERM MEDICATIONS

Follow up appointments are important to monitor for maximum effectiveness and possible side effects. For the safety and well-being of your child, our office requires the following follow-up visits.

- A follow-up visit within 30 days starting on the medication.
- A follow-up visit within 30 days of any medication or dosage change.
- When on maintenance dose, follow-ups are required at least 2-3 months at the discretion of the provider to ensure appropriate monitoring including but not limited to: age, weight management, vitals, and overall status.

Please note that an interim visit for a sick appointment (cold, sore throat, abdominal pain, etc.) does not replace the need for your child to be seen for a medication check appointment. We need to schedule an appropriate amount of time for these visits in order to provide the best care for your child. If these visits are missed, the physician will discontinue use of the medication.

These medication visits may be combined with well child visits in order to save you time and trips to the office. However, depending on insurance plans, you may be charged a separate ill visit copay at the time of checkup visit.

CUSTODY/DIVORCE POLICY

We believe that custody and divorce matters should not weigh on a child's medical care. POWB is NOT a party in your divorce or custody agreement; YOU ARE. POWB will not be a bridge between disgruntled separated parents. We will collect co-payments and deductible balances from the parent attending visits with the child.

“Joint Custody” means that each parent has equal access to the child's medical record and patient portal. Without a court order, we will not stop either parent from looking at their child's chart, patient portal, or obtaining their child's test results. We will not call the other parent for consent prior to treatment. We will discuss with the accompanying parent information pertinent to the child's history and/or present visit. Please note that we encourage both parents to be available for visits whether in-person or telemedicine.

We reserve the right to charge an administrative fee for copying records should the requests become excessive. We also reserve the right to request copies of any custody/divorce agreements for documentation. Should the issues that come between parents become disruptive to our practice and staff, we will discharge the patient from the practice.

I acknowledge that I have been presented with and have read and understood the Policies & Procedures provided to me by Pediatric Offices at Willow Bend. I agree to abide by the policies of Pediatric Offices at Willow Bend.

X

Parent/Guardian Signature