

# Pediatric & Adolescent Associates, PSC

## Practice Policies

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- **Checkups** - Please schedule your checkup appointments at least 6-8 weeks in advance to be sure that we can accommodate any physician or location preferences.
- **Co-pays & Co-insurances** – are due at the time of service.
- Our office charges **\$10.00** for the following:
  - Notary charge for any forms requiring notarization.
  - Completion of any Family Medical Leave Act (FMLA) forms.
  - Re-completion of any School, Sports or Camp forms. It takes a considerable amount of time and effort to complete these forms again when they are lost.
- **Phone Calls** - We answer our phones from 7:30AM until 5:00PM. After 5:00, please call the Exchange Service at (859) 276-2594.
- **Appointment Times** - Please call to schedule all appointments. *We do not take walk-ins.* We do our best to remain on time, but please be patient as some delays may be beyond our control.
- **Evening/Weekend Appointments** - There may be an additional charge for appointments on weekends and after 6PM. Your insurance may not cover these services.
- **Cancelled Appointments** - Please give our office at least a 24 hour notice for any cancelled appointments or call us as far in advance as possible. **Effective 1/1/2009, there will be a \$25 charge for No Shows.**
- **Insurance Card** - Please be sure that we have a copy of your updated insurance for all the children in your family.
- **Annual Records Update** - We update our patient demographics annually, including address, phone number, insurance, etc. Please be patient during this time.
- **Medical Records** - Please give our office at least 2 weeks notice when requesting copies of medical records. By state law, each person is entitled to one free copy of their records. For additional copies, there will be a \$1 per page charge.
- **Forms** - Forms for School, Sports or Camps must have the medical history information completed by the parent PRIOR to us receiving it. Please bring any forms requiring completion to your annual checkup.
- **Refills & Forms** - Please give our office 2-3 days advance notice for any prescription refills or completion of forms.
- **Hearing & Vision** screens are routinely done at the 4 year old checkup. Please check with your insurance company to see that this is a covered service.
- **Nursing Calls** - Please call our office before 5:00PM for any routine medical questions, so that you may talk to one of our office nurses. Calls after 5:00PM are handled by off-site nurses and should be reserved for emergency or urgent situations.
- **Cell Phones** – Please turn off your cell phone while in the office.