



# Bambini Pediatrics PC

Wholesome Medical Care for Kids

## OFFICE POLICIES

Revised February 2016

### Registration

Prior to being seen at the first visit, all parents should complete the following documents:

- Registration form
- Pediatric history questionnaire
- Integrative option preferences
- Medical record release. (Parents of newborns may omit this.)
- HIPAA waiver
- Office policies consent (*this form*)

Ideally, these forms should be downloaded from the website and filled out prior to your appointment.

If submitting these forms to us in advance by fax, email, or postal service, please consider including a photocopy of your insurance card. Then, on the registration form, instead of filling in all those numbers, simply write “see insurance card.”

### Appointments

How long are the appointments? Checkups are 20 minutes, that’s whether your child enjoys extraordinary health or whether she has enormously complex health problems. If you think you’ll need more time, get the basic checkup over with and plan a follow up visit – or several – to address all the concerns.

Likewise, simple acute problems like an earache or sore throat usually are allotted a 10 minute slot. To help keep us running on time, please try to avoid bringing up troubles with siblings or multiple other health problems – esp. during flu season!

### Cancellations & No-Shows

Our staff will make reminder phone calls a day or so prior to visits scheduled well in advance. We do require at least 24 business-hour notice to cancel a booked appointment. Sundays & holidays are not currently business days for Bambini.

Likewise, families that arrive more than 20 minutes late for their visit may be asked to reschedule, although no fee would be charged. Families that repeatedly cancel or are late for appointments may be asked to meet with the practice manager. If our office is running more than an hour behind, due to emergencies, our staff will make every effort to notify you to discuss options.

***In the event of a no-show, there is a \$50 charge.*** Families are discharged after the third no-show.

### After-Hours Care (Important)

Like many other pediatric practices, Bambini has retained *Night Nurse*, a helpful after-hours triage service. If you call our office at night, for instance, you will have the option of being put in direct contact with this advice service. The nurse can help you decide if the matter can be managed safely at home or should be addressed immediately.

There are several options for urgent care in the area. These currently include: Express Pediatrics, First Care, and Emergency One. Please check to see if your insurance company participates before making a visit. If the matter is serious, it may be best to contact 911 or proceed directly to the nearest emergency room. Vassar Brothers is currently the only hospital in our area with a pediatric floor (now serviced by full-time hospitalists).

### **Premium Services: Advice Calls & E-mails to Our Practitioners**

Despite recent NY state telemedicine legislation, insurance companies do not consistently cover a number of important services that pediatric practices may provide. These include:

- Phone consultations with the MD or PNP during or after business hours
- Email consultation with the MD or PNP during or after business hours
- Travel research; researching specific concerns; letters / phone calls to consultants
- Managed care negotiations (phone calls to medical director)

*We currently bill the above uncovered services at \$300 per hour.* We also offer the following menu of uncovered services:

- Ear Piercing (by PNP) -- \$75
- Application of LMX before injections and vaccines -- \$10 per site
- Forms – school, camp, daycare, disability, special services -- \$10

If you do not have insurance, and are willing to be billed for phone-session appointments, please let us know. We are set up on Skype – with webcam for video conferencing as well. This may allow you to avoid missing work or allow your child to avoid missing school.

During the day, our nurses are typically busy taking histories, obtaining vital signs, and administering treatments. However, they do check their messages frequently and will return advice calls of a straightforward nature as circumstances allow. Email is becoming an increasingly useful means of communicating between families and the doctor's office. Bear in mind it is not appropriate for urgent, complicated, or sensitive matters. Email correspondence becomes part of the medical record. In the near future, we anticipate this will be handled through the patient portal.

### **Prenatal/ Get-Acquainted visits**

Many parents find these visits extremely useful, and we enjoy the informal nature of these opportunities to chat and get to know each other. If you're not sure what to bring up, check our website – we've compiled a list of frequently asked questions. *Dr. Malak is no longer available for these visits*, and during flu season, we may have difficulty scheduling a prenatal visit. Consider a scheduled phone call as an alternative.

### **Forms and Letters**

A copy of the physical exam for daycare, school, or college - as well as a record of vaccines administered, will be given to you on request following the checkup. Likewise, a note for missing school/ work, taking meds, excuse from gym, use of inhaler at school, etc. – all these notes will be provided following an urgent visit at which these matters are addressed. Again, for forms completed without a visit, please see the section on premium services.

### **Prescription Refills**

If your child has been seen for a physical within the last year and a med check within the last six months, and is doing well, we will call in the refill for you and notify you when it has been completed. In some cases, the practitioner will call or email you to obtain additional information on your child's status. This service is available only to established Bambini patients. Please see section on premium services for associated fees.

#### *Special notation on controlled substances:*

Your child must have been seen within the last 90 days for a med check (in certain cases, within 60 days). Prescriptions for a 30 day supply of controlled substances must be picked up. They cannot be called in. Again, in some cases, the practitioner will contact you to obtain additional information on your child's status – especially if there had been a recent change in dosage. In emergencies, we can call in a 5 day supply for you (e.g. you are on vacation and lose the bottle). Further detail is available on our website.

### **Payment for Service**

Cash, personal check, VISA/MC, debit cards, & Discover are accepted. Recently, we have installed secure software that allows credit card information to be kept on file. This greatly expedites matters at checkout and apothecary purchases.

Patients without insurance (self-pay) must submit payment at the time of service. ***Families with high-deductible plans cannot receive a discount from our standard fee schedule and will be charged a deposit on date of service.***

If there is a balance on your account, especially if it is longstanding, you will be asked to care for that before an appointment is scheduled. We can also accept credit card payment by phone. Bambini, in certain circumstances, allows for payment plans.

### **Professional Courtesy & Returned Checks**

Although a time-honored traditions, government agencies and health insurance companies frown on this practice. Unless the situation is extraordinary, Bambini will not waive co-payments or other out-of-pocket expenses for children with a parent who practices medicine.

Like most financial institutions, our bank charges us a hefty fee for "bounced" checks. We, in turn, must pass this fee along if the check is returned to us for lack of funds. There would also be a \$10 service charge.

### **Consent to Treatment**

Most office appointments with a pediatrician include some type of treatment. At checkups, for instance, immunizations are often recommended. At sick visits, treatments might involve medication given in the office like a nebulizer treatment or a prescription for an antibiotic to take at home. We are not going to request that you sign a form for every treatment that you accept or refuse.

It is important that you understand the benefits, risks, and alternatives associated with each treatment recommendation. At times, we may forget to outline these for you. Feel free to ask us if more information is needed to reach a thoughtful decision.

## Consent For Use / Disclosure of Protected Health Information aka "The HIPPA Form"



With my consent, Bambini Pediatrics PC may use and disclose protected health information about me to carry out diagnosis, treatment, or collect payment (medical office functions). Please refer to Bambini Pediatrics' Notice of Privacy Practices for a more complete description of such uses and disclosures.

I have the right to review the Notice of Privacy Practices prior to signing this consent. Bambini Pediatrics reserves the right to revise its Notice of Privacy Practices at anytime. A revised Notice of Privacy Practices may be obtained by forwarding a written request to Mark Sprankle, Privacy Officer at (207 Washington Street, Poughkeepsie, NY 12601).

With my consent, Bambini Pediatrics may

- call my home or other designated location and leave a message on voice mail or in person in reference to any items that assist the practice in carrying out medical office functions, such as appointment reminders, insurance items, and any call pertaining to my clinical care, including laboratory results.
- Mail or fax to my home or other designated location any items that assist the practice in carrying out medical office functions, such as appointment reminder cards and patient statements.
- Contact me by email regarding the same matters mentioned above.

I have the right to request that Bambini Pediatrics restrict how it uses or discloses my protected health information to carry out its medical office functions. However, the practice is not required to agree to my requested restrictions, but if it does, it is bound by this agreement.

By signing this form, I am consenting to Bambini Pediatrics' use and disclosure of my protected health information to carry out its medical office functions.

I may revoke my consent in writing except to the extent that the practice has already made disclosures in reliance upon my prior consent. If I do not sign this consent, Bambini Pediatrics may decline to provide treatment to me.

**There is a lot here to consider, and we even left out some less common concerns. But thank you for your attention. We look forward to working with you.**

### Attestation

By signing below, I acknowledge that I have reviewed and understand the Bambini Pediatrics Office & HIPAA Policies (*rev. Feb 2016*) listed above.

\_\_\_\_\_  
Patient Name

\_\_\_\_\_  
Parent or Guardian Name Printed

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent or Guardian Signature