



OFFICE POLICIES

Revised May 2025

Registration

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

- ☐ Registration form
- ☐ Pediatric history questionnaire
- ☐ Integrative option preference
- ☐ Office Policies consent & HIPAA waiver (*this form*)
- ☐ Medical record release. (parents of healthy newborns may omit this.)

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 (both sides). 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 15 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 along with electronic reminders 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: - PM 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. Currently, in our area, both MHRH and Vassar have a pediatric floor (covered by pediatric 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 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
- ☐ Simple forms – school, camp, daycare, disability, special services -- \$10

There is no fee for brief questions or concerns sent to a doctor or nurse practitioner through our patient portal.

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.

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. Check our website as to availability. When we are closed to new patients, these visits are not offered.

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 send in the refill for you and notify you when it has been completed. This service is available only to established Bambini patients.

Special notation on controlled substance refills:

Your child must have been seen within the last 90 days for a med check (in certain cases, within 30 days). 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, Apple Pay, Google Pay, VISA/MC/AmEx 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 and electronic test. 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.

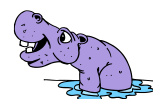
Consent to Treatment

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.

Chaperones

We generally prefer to have parents in the exam room during sick visits as well as check-ups. On occasion, some teens may prefer their parent wait outside. A nurse may always be requested to chaperone an unaccompanied teen.

**Consent For Use / Disclosure of Protected Health Information
aka “The HIPAA 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 4232 Albany Post Road, Hyde Park, NY 12538.

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.
- ☐ contact me by text regarding the same matters mentioned above.

I have the right to request that Bambini Pediatrics restricts 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. 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 Policies (*rev. May 2025*) as well as HIPAA Notice listed above.

Patient Name

Parent Name

Date

Parent Signature