

PRACTICE POLICIES

Our goal is to provide quality medical care in a timely manner. To do so, we have had to implement a cancellation and no-show policy. The policy enables us to better utilize available appointments for our patients in need of medical care.

Hours of Operation

Our office hours are Monday through Friday, 8:00am to 5:00pm. We are closed for lunch from 12:30pm-1:30pm

Saturday Clinic

During the school year we offer acute office visits by appointment on Saturdays from 9:00am to 12:00pm. You can make an appointment by calling starting at 8:30am the day of. We will not be able to accommodate non-urgent appointment requests.

Prescription and Refill requests

In an effort to take care of your prescription and refill needs, we ask that you have your pharmacy contact us with your requests to ensure prompt and accurate refills. Please allow us 24 to 48 hours to respond and approve your medications. Your pharmacy will contact you when the prescription is ready for pick up. We also ask that you allow the same 24 to 48 hours if your providers' signature is required, as they are not always available to sign immediately upon request.

Cancellation of an Appointment

In order to be respectful of other patients' needs, please be courteous and call our office promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. We ask that you call 24 hours in advance if you need to cancel or re-schedule an appointment.

No Show Policy

A "no show" is a missed appointment that was not canceled or re-scheduled prior to 24 hours of your scheduled appointment. In this event, a \$50.00 fee will be charged for well-child exams and a \$25.00 fee for all other appointments. Payment will be expected prior to rescheduling any appointment and is not reimbursable by your insurance carrier. Two "no-show" appointments in a six-month period will result in possible dismissal from the practice. New patients who do not show for their appointment will not be rescheduled.

Late Arrivals

In an effort to serve our patients in a timely manner, we request that you be on time for your scheduled appointment. In the event you are running late, please be respectful and call ahead. If you are 10 or more minutes late to your scheduled appointment, you will be asked to reschedule.

Same Day Appointments

We realize that health conditions often occur unexpectedly. Same day care may be provided and we will do our best to accommodate you at the earliest possible time. However, we do suggest you call ahead to find out if there is a time we would most likely be able to accommodate you prior to coming to the office so the wait time is reduced. If the need is not urgent, you will be asked to schedule an appointment. In the case of a same day appointment, the provider will address the presenting problem only.

Contacting your Provider or Medical Assistant

We understand there are times that you feel the need to speak to your provider and/or medical assistant (MA) during the day. However, you must realize they are seeing scheduled patients and have limited access to phone calls during this time. If you call in and need to reach your provider and/or MA, please leave as much detailed information with the staff as possible so they are able to route your needs appropriately. We will return your call within 24 business hours.

MyBSWHealth Patient Portal

We request all of our patients sign up for the MyBSWHealth patient portal. This portal can be accessed by going to www.MyBSWHealth.com or by using the MyBSWHealth app on your mobile device. This portal is secure and the only way we will digitally communicate with you. From this portal you can view lab results, appointment information, billing information, vaccination summaries, request medication refills, after visit summaries (AVS), and send a message to your provider.

Immunization Policy

We believe that all children should be fully immunized per the vaccine schedule recommended by the American Academy of Pediatrics (AAP) and the Centers for Disease Control and Prevention, unless there are medical contraindications. We are unable to accept new patients/families unless they are willing to fully comply with Baylor Scott & White Pediatrics Las Colinas' vaccination schedule. We believe this policy advocates for children and their best interest, as well as protects our patients who are too young to be vaccinated. If you are transferring from another practice, you will be required to submit a copy of your child's immunization record prior to scheduling your child's first visit.

Unaccompanied Minors

All children under the age of 18 will need to be accompanied by a parent or legal guardian to every appointment. We cannot start a visit without one present; this includes nurse and lab appointments. If someone other than the parent or legal guardian needs to bring the patient to an appointment, please fill out a 'Consent to Treat without a Parent or Legal Guardian' form which can also be found on our website. We also ask that you not leave unaccompanied minor children in the lobby.

Adding Newborns to Insurance

It is your responsibility to add your newborn baby to your insurance. Most insurance plans allow up to 30 days to add the baby, but not all insurances are the same. Please contact your insurance company or employer human resources department to find out how to add your new baby and what documentation is needed. If you are unable to add the baby onto your insurance you will be

responsible for all un-paid claims from the time of birth. These first few visits can be expensive so it is in your best interest to contact your insurance company as soon as possible after the baby is born.

Insurance Filing and the Law

Most of the services provided in this office are medically necessary and paid for by your insurance company. Unfortunately, not all services are covered and may be considered elective. In cases where the service has been denied by your insurance, you will be personally responsible for the bill. Federal laws addressing insurance company transactions require that we submit claims to an insurance company accurately, reporting the exact services performed and the exact reason for performing them. We are not allowed to alter the medical record or claim forms. Our practice strictly adheres to these laws, and will submit claims to all insurance companies in this manner.

Secondary Insurance

Our corporate billing office will file secondary insurance for our patients once, as a courtesy. After 90 days, if your secondary insurance has not paid on a claim, the balance will become patient responsibility.

Non-Covered Services Are Your Responsibility

We will make every possible effort to advise you of possible non-covered services in advance, such as labs for Vitamin D & Vitamin B-12. Medical plans have many unique stipulations. If you are not sure if a service is covered by your plan, you will need to call your insurance company in advance to see what your financial responsibility will be. It is the patient's responsibility to obtain a referral for HMO plans. If you fail to obtain a referral, you will be financially responsible for all charges.

Understanding Your Financial Obligation.

As a patient, it is in your best interest to know if your plan is contracted with Baylor Scott & White Pediatrics Las Colinas and to understand your insurance plan benefits. This includes, but is not limited to, understanding your responsibility for any deductibles, co-insurance, or co-payment amounts prior to any visit. It is the patient's responsibility to present their most current insurance coverage at each visit. Policies and coverage determinations may vary from year to year. You may have different deductibles, co-insurance, or co-payment amounts, depending on the contracted status of your insurance company. Co-payments, deductibles and co-insurances are due at the time of services rendered. Not all services are covered in all insurance contracts. If your insurance plan benefits do not cover a service or procedure, you will be held personally responsible for payment of these charges. Some services, including those done during a preventative visit, may apply towards a deductible/co-insurance and not be covered 100% by your insurance company. To find out what your insurance plan benefit covers and what your financial obligation may be, call the customer service or member services department of your insurance company (the phone numbers are on your insurance card). Your employer's human resources department may also be a source of information and assistance.

**ACKNOWLEDGMENT OF THE RECEIPT OF
Baylor Scott & White Pediatrics Las Colinas
PRACTICE POLICIES**

Baylor Scott & White Pediatrics Las Colinas has provided you a copy of the practice's policies. By signing this form, you acknowledge that you have received a copy of the policy.

Patient Name

Date of Birth

Signature of Parent or Guardian

Date