



Paula N. Fergusson, MD • Tuc T. Nguyen, MD, Katharine E. Wallen, MD

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Office Hours by Appointment ONLY:

Mon, Tues, Wed, Fri: 9:00am-12:30pm, 2:00pm-5:30pm

Thrs: 10:00am-12:30pm, 2:00pm-5:30pm

Saturday 9:00am (emergency visits only)

Dear Valued Patient,

We would like to take the opportunity to review some office procedures. Please take a moment to read over our office policies.

Tardiness/No-Shows/Fees

We understand that as a parent your schedules are often very hectic. We also understand that situations do arise that make it difficult to make it to your appointment. When you make an appointment for your child, it is important to arrive on time. This ensures a smooth flow and helps to eliminate long waits. When you know you will be running late, a phone call is always appreciated. If you are going to be more than 15 minutes late we will ask that you please reschedule for another time.

If you need to cancel or reschedule your appointment, please give 24 hours notice. *Chronic tardiness, no-shows and late cancellations will result in a \$35 fee.*

There is a nominal charge of \$15 for after hour/weekend/holiday phone calls.

School Forms

We are always happy to fill out school or sports forms for your child. We apologize that the number of forms are often very time consuming and we will now be charging a \$5.00 fee per form for completion. If you would like the form to be mailed to your home or child's school we ask you please provide a stamped and addressed envelope. When a form that we have completed has been lost and a new one is needed, a \$10.00 fee will be charged to fill it out again.

Scheduling Well Child Checks/Physicals

We do our best to accommodate your schedule but it is often not possible to schedule well check-ups or other types of routine visits on the same day or week. *Please call 3-5 weeks prior to the date you would like your child to be seen.* This will help to ensure you will get the date and time that works best for your schedule. (Other visits that you should schedule 3-5 weeks in advance include: ADD follow-ups/check-ups, Pre-operative appointments, and consultations.)

Sick Visits

We realize your child can become ill at any given time. We always do our best to have your child seen on the same day that you call for a sick visit. If you have multiple children that need to be seen for sick visits, we ask that you inform us ahead of time. Often parents make an appointment for one child and once they arrive ask if the sibling could also be seen. If you think you may want all of your children seen, please let the receptionist know at the time you make your appointment so she can allow adequate time for your family's visit.

Saturday Hours

We would like to inform you that Saturday hours are reserved for emergency sick visits only. We cannot see your child for any other reason on Saturdays.

Co-pays and Balances

Your payment is expected prior to each visit. When you arrive for your appointment please have your co-pays and/or balance amount ready.

Changes in Information

Please inform us immediately of any changes in your telephone, address, or insurance. Having this updated information helps us process your insurance claims more quickly and also allows us to contact you when necessary.

We hope you know that you and your child are a valuable part of our practice. We truly enjoy providing care for your children. If you should have any questions regarding our policies please feel free to call the office during normal business hours. We look forward to seeing you at your next visit.

Warm Regards,
KidsFirst Pediatrics Staff



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WELL CARE VISITS AND CO-PAYS

As you may be aware, as of September 26, 2010, The Affordable Care Act mandates that insurance companies cover the physical exam portion by the doctor for preventive (well) services at 100%, effective upon the re-enrollment in each plan (except for *Military or Grandfathered Plans*.) This means that no payment is due from you, the parent/guardian of the patient, for the physical exam portion of the physician's visit for **Preventive, Well Care**. During the **Preventive, Well Care** visits, some of the following items may be included in your visit. Please note that this is not a complete list of items that are included in a well care visit:

- Medical History and full physical examination
- Discussion of normal nutrition
- Discussion of sleep and sleep issues
- Discussion of normal development/behavior for age and developmental screening
- Discussion of School and normal interaction with family and peers
- Oral Health
- Discussion and administration of vaccines

Occasionally, in the course of a normal well child visit, there may be other concerns voiced by the parent/guardian regarding a potential medical illness or condition. Likewise, the physician may during the course of the encounter by history or by physical examination, find an abnormality that requires further investigation. This may include, *but is not limited to*: ear infection, poor weight gain, rash, developmental delay, behavior/school/learning problems, an upper respiratory infection etc. These diagnoses may, and usually do, require further time to fully evaluate and discuss. Occasionally a prescription may need to be written, a medical work-up may need to be instituted or a referral made to a specialist. They would **normally** require you to make an additional office visit to address; however, in the interest of expediting treatment, our Practice will attempt to offer comprehensive medical services at each well visit, and we will try to avoid requiring a separate office visit to evaluate these additional diagnoses observed during the well visit.

However, please understand that the doctor *is legally mandated by the insurance company to code and charge* for all additional diagnoses and procedures other than “well child” as described above, as additional time is needed to cover these additional topics. Physicians are also *required* to code all diagnoses observed or discussed in every visit, including the well visit.

Your insurance company will process the sick visit according to your benefits. This may result in a co-payment or the visit may be applied to your deductible, both of which are *your* responsibility. Co-payments and deductibles for the additional diagnosis may or may not be collected at the time of service as determined by how the insurance company defines your benefits (and need to pay a copay/deductible). You may, at a later date, receive a statement in the mail for any additional payments required for this additional office visit if it is not covered in full by your insurance company. Please contact our Accounts Department if you have any questions about your statement or your account.

Also, you may be responsible for cost share for some well child visit screening tests, or other services that may be offered for your child, depending on your insurance. **These will be collected at the time of the visit during checkout.**

Please go to www.healthcare.gov for more information about the Affordable Care Act and how it affects you and your family.

THANK YOU FOR YOUR UNDERSTANDING AND SUPPORT