

PEDIATRIC CENTER AT RENAISSANCE OFFICE INFORMATION AND POLICIES

OFFICE HOURS

We are open Monday-Friday from 8:00 am – 5:00 pm with a lunch closure from noon – 1:00 pm. Our phone lines open at 7:30 am and transfer to our after-hours call line at 5:00 pm. We are also open Saturdays from 8:00 am – 1:00 pm for acute illness and immunizations only.

WALK-IN CLINIC

Our walk-in clinic hours are as follows:

Monday – Friday	8:00 am – 11:30 am; 1:00 pm – 4:30 pm
Saturday	8:00 am – 12:30 pm

Patients that walk in for an appointment will be scheduled with a Physician Assistant. Walk in appointments are worked in after same day appointments.

AFTER HOURS

We offer after hours telephone triage through Tele-Nurse. Calls made outside of our standard business hours will be answered by a team of nurses that will direct patient care accordingly. This service is offered when the clinic is closed, including weekends and holidays.

BILLING AND ACCOUNT MANAGEMENT

We are partnered with PedsOne, Pediatric Billing Specialists, for our billing and account management services. They are not a collections agency, but rather specialize in pediatric billing and work exclusively with our electronic healthcare record vendor. Any issues regarding your bills or concerns regarding your financial account should be directed to our PedsOne billing account manager Donna Circe at 866-371-6118, ext 118. PedsOne will work with families to set up financial arrangements and budget plans for account balances and are available to take payments over the phone. For added convenience, balance payments can also be made on our patient portal, MyKids Chart.

SCHEDULING APPOINTMENTS

If your child needs to be seen because of an illness, same day appointments during office hours are always available. Please call ahead to obtain a time. Should your primary care physician be fully booked or out of the office, you will be seen by a Physician Assistant. When calling to make an appointment, please make sure to give accurate information to our schedulers so that they may assign the appropriate amount of time needed to address your child's illness. If more than one child needs to be seen, please let the front office know that at the time you are scheduling the appointment.

You will receive an appointment reminder notification from our automated reminder system to the email or phone number of your choice based on what we have on file. You will have the option to confirm or cancel your appointment at this time. Appointment reminders will be sent 2 days ahead of

any scheduled appointment. However, you are still responsible for keeping your appointment time even if we cannot reach you.

Updates to account demographics and patient information are required at every visit. Please help us keep your phone number, mailing address, and email address up-to-date in our system. Insurance and Medicaid cards, along with a valid ID, are required at every visit and will become a part of the patient's record. It is your responsibility to notify our office of any insurance change.

REFERRALS

If your child needs a referral to see a specialist, he/she must be up to date on well child check ups and have seen the physician for the concern in the last 6 months. When a referral recommendation is made, our office staff will work with the specialist's office to make the appointment for the patient; however, if the specialist is out-of-network with the patient's insurance plan, all out-of-pocket expenses are the responsibility of the policy holder. Many insurance plans require 3-5 days before an authorization can be obtained therefore we are not able to facilitate last minute requests. No retroactive referrals will be given.

LATE/CANCELED/MISSED APPOINTMENTS

If you are running late for your appointment, please notify our office so that we can see the next scheduled patient early if possible. Patients that arrive more than 15 minutes late for their appointment will have lost their place on the schedule and will be taken in as a walk in. The front office will accommodate your visit based on the availability of the providers in clinic that day. When possible, you will be fit in as a walk in and will be seen when a provider becomes available. You may have to wait until all scheduled patients are seen .

If you need to cancel or reschedule your appointment, we ask that you do so 24 hours in advance. You can do so by calling the office or when notified by our automated appointment reminder system.

Failure to cancel or reschedule an appointment will result in a MISSED appointment. After 3 missed appointments without notification, an account will be placed on a scheduling hold. A family account with such a hold can no longer schedule an appointment but can only be seen on a walk-in basis.

DUAL VISITS

We are a patient centered medical home with an emphasis on preventative care. Well child check ups are an essential part of your child(ren)'s overall health. We follow Bright Futures and Texas Health Steps guidelines to assess and evaluate development and growth. These services include vision and hearing screens, vaccines, dental varnish, and CHADIS questionnaires. Please be advised that your insurance may not cover all of these services, leaving you responsible for paying the balance. We encourage you to learn your plan's benefits and what will be covered.

If a patient comes in for a sick visit and is due or overdue for a well child check up, the provider will take the additional time, as needed, to provide both the sick and well services. Likewise, if a patient comes in for a well child check up and symptoms of an illness or medical condition are brought to the provider's attention, he/she will take the additional time, as needed, to discuss and evaluate the illness for

treatment. In either case, we will bill and collect for both the sick and well visit. While many insurance plans do not require copayment for the well/preventive visit, many insurance plans do require a copayment for the sick visit. We are contractually required to collect any patient financial responsibility including, copayments, coinsurance, deductibles and any services not fully covered by your insurance.

INSURANCE VERIFICATION

Our front office staff will determine insurance eligibility in advance of the patient’s appointment. Insurance must be active for a patient to receive medical benefits. If no active coverage is found at the time of service, the patient will be considered private pay for that visit and the account holder is responsible for paying for the visit in full at the time of service. If proof of insurance coverage is determined after the date of service, a full refund will be processed. If a patient is covered by more than one insurance, it is the policy holder’s responsibility to provide that information up front so that we can update patient records accordingly. Please keep in mind that our providers must be in-network with your insurance plan in order to avoid out-of-network additional costs. It is the responsibility of the policy holder to confirm that information.

Acknowledgment of Office Policies

I acknowledge receiving Pediatric Center at Renaissance’s Office Policies. By acknowledging this I am accepting the policies as stated. I have read this form and I have had an opportunity to ask questions about it.

Parent/Guardian’s Signature: _____

Patient’s Name: _____ Date of birth (MM/DD/YYYY): _____

Patient’s Name: _____ Date of birth (MM/DD/YYYY): _____

Patient’s Name: _____ Date of birth (MM/DD/YYYY): _____