



## Office Policies

*Please read and sign Acknowledgement form*

**Welcome to Kaleidoscope Kids!** Here are few of our “rules” that we would like for you to be aware of:

1. A Parent/Guardian must notify the office of changes in address, telephone number or insurance.
2. Please bring your insurance card to every visit. **You will be responsible for payment of charges from services rendered if we are unable to verify benefits.**
3. Insurance companies require collection of your co-pay or contracted percentage of services at every visit. If you have a deductible that has not been met, you will be required to pay for the visit in full. If your insurance company does not pay for a service, the charges will be the responsibility of the parent/guardian. We recommend that you always question your insurance company regarding your benefits and do not assume that everything done in our office is covered by your insurance carrier.
4. We accept cash, checks, Visa, MasterCard, American Express and Discover.
5. Financial arrangements will be required for balances which remain unpaid after two statements have been received prior to scheduling an appointment.
6. There is a \$35.00 fee for returned checks.
7. Our office will not be involved in payment disputes between parents. The person who brings the child to the office will be expected to pay at the time of service.
8. Medical records may be faxed to another physician free of charge upon release of the medical record. Patient copies of the medical records may be obtained for an administration fee associated with the cost of preparing a copy. A standard fee of \$25.00 will apply. In excess of 20 pages will incur an extra cost associated with copying. Copies of the medical record will be provided within 10 business days with a prepayment.
9. Patients are seen **by appointment only**. Each child needing examination by the doctor should have an individual appointment. We are required by insurance companies to collect co-pays or contracted percentages for each child examined.
10. Rescheduling may be necessary if you are more than 10 minutes late for your appointment. We will try to work you in if time allows.
11. Absences from school will only be excused by our office if your child has been seen in the office for the illness.
12. We will attempt to contact you 1-2 business days prior to your appointment as a reminder. **If we are unable to reach you, it is still your responsibility to keep the appointment.**

13. All visits are by appointments only. **There is an administrative fee for all missed appointments and appointments cancelled less than 24 hours in advance.**  
Please help us serve you better by keeping scheduled appointments.
14. In general, well examinations cannot be scheduled on the day that you call. We reserve only a certain number of openings for well examinations per day. In addition, well examinations cannot be conducted on an ill child. If your child is sick, we will need to reschedule the well examination. This also applies to other chronic conditions that require a significant amount of time/ medication refills for the physician to effectively manage the condition (i.e., asthma, allergies, ADHD, etc.).
15. Patients on medication for ADHD, anxiety, or depression will be seen for medication management appointments a minimum of every 3 months. Refills for these medications will be provided only if these appointments are kept. Parents/guardians must call the office to request a refill for ADHD medications at least 10 days in advance.
16. Controlled substance medications (ADHD medications) must be filled within 21 days of the date the prescription was written. In the event, the prescription is not filled, there will be a \$15.00 charge for rewrites.
17. In general, antibiotics will not be prescribed over the phone. If you feel your child may need an antibiotic, he/she will need to be seen.
18. Our nurses/medical assistants are always available during business hours to serve your needs. You may ask to leave a message for any questions that you may have. All messages received prior to 2:00p.m. will be returned each business day; however, depending on the daily schedule, these calls may not be returned until the end of the day. In addition, they will be returned in order of urgency. Calls received after 2:00p.m. will be returned the next business day. If you feel your child needs to be seen, you should speak with someone in the front office to schedule an appointment, as the schedule fills quickly.
19. After-hours contact with the physician is intended for emergent medical problems only. Questions about appointments, billing, referrals, refills, or other issues of a non-urgent nature should be placed during normal business hours. Kaleidoscope Kids provides a nurse advice line for after-hours concerns. There is a charge for this service. If a parent insists on speaking to the provider on call, Kaleidoscope Kids reserves the right to add an additional charge your account.
20. In case of an emergency, call 911 or take your child to the nearest hospital emergency room.
21. Violation of office policies may result in dismissal from the practice.

**Please sign the Acknowledgement form confirming that you have read and understand the “Office policies”.**