



Aquarius Pediatrics Policies

Appointments

Well checks must be current in order to update missing vaccines.

Sick Complaints at a well child checkup: Please note that your insurance covers preventative care as a bundled service. If you present to a scheduled checkup and your child is sick, or you would like to address a chronic issue, we are obligated to file a separate visit code with your insurance plan-just as we would if you brought your child in for that complaint any other day. As such, your regular copay, deductible, and/or insurance amounts will apply and payment will be expected at the time of service.

Please call to make a nurse appointment for vaccines only and weight checks.

Late Policy: If you are running late to your scheduled appointment, please call and notify the office. If you are more than 15 minutes late, you may be asked to reschedule.

No Show Policy: If you miss a scheduled appointment without calling to cancel or you cancel less than 24 hours notice, it will be marked as a "no show". You may be required to pay a fee up to \$25 per occurrence per patient. Three or more missed appointments will result in termination from the practice.

Walk-ins: We do not see walk-ins. If an appointment time is available we will make you an appointment for the same day.

Wrong PCP: Some Insurance companies require our physician be named the PCP for reimbursement purposes. Aquarius Pediatrics will attempt to notify you ahead of time if the wrong PCP is listed. If you have the wrong PCP listed at the time of the appointment, you will need to reschedule.

Insurance Card: Please present a current insurance card at first visit and if there is a change in insurance.

Specialty Prescriptions

ADHD Patients: Must be seen at least every 3 months. The doctor may request more frequent visits based on the individual. Please call the office 48 hours prior to running out of medication. If patient is eligible for a refill, the prescription will be written and available for pick-up at the front desk. The person picking up the Rx must be at least 18 years old. If the person is someone other than the parent, a copy of the ID will be made and required for pickup. If the prescription expires before pick-up there will be a \$5 fee.

Asthma Patients: In order to be up-to-date, patient needs to be seen every 3 months to be eligible for Rx.

Request of Medical Information

Due to HIPAA laws, Aquarius Pediatrics can only send medical information via fax after a copy of ID, written statement and signature are received. Request for medical records will incur a \$25 processing fee. There is no fee to send medical records to another medical office.

Authorized persons: Only adults listed on the initial intake form will be allowed to accompany your child for visits if the parent or guardian is not available. If the adult is not listed, he or she needs to come with a letter from the parent or guardian stating you give permission for the adult to bring your child to our office.

Vaccine Record: A copy of your child's vaccine record can be obtained through the patient portal.

Vaccination Policy

Only patients who are fully vaccinated per the CDC recommended schedule are accepted at Aquarius Pediatrics.

For those patients currently delayed, they may discuss a catch-up schedule with the physician directly.

Insurance Policies

A valid and current insurance card must be provided at the first appointment and any time there is a change to the insurance.

It is the patient's/guardian responsibility to understand what services are and are not covered under your plan (i.e. mental health, obesity). Guardians will be responsible for payment if services performed are deemed by your insurance not to be covered by your policy.

We will file claims to the insurance plan(s) you have provided. If a secondary insurance is not provided at the time of the visit, you will be responsible for fees not covered by your primary insurance. It will be your responsibility to file any additional claim. Failure to provide accurate insurance information can result in appointments being cancelled if active coverage cannot be verified prior to your appointment.

Medication Refills

Please call the office 4-5 days prior to running out of medication. Patients must have had a well check in the past 12 months in order for refills to be called in without being seen for an appointment.

Dismissal from Practice

Vaccine refusal: Aquarius Pediatrics follows the recommended CDC vaccine schedule endorsed by the American Academy of Pediatrics. If patients refuse to follow the routine vaccine schedule, they will be terminated from the practice.

A patient and family will be dismissed from the practice if inappropriate behavior is exhibited, including but is not limited to yelling, cursing , or threatening physical harm to staff and/or physicians.

An unpaid balance beyond 90 days without a formal payment plan in place will result in dismissal from the

practice.

Phone Calls

Phone messages to the will be returned within 24 hours. Phone messages for the nurse or any other staff member will be returned by the end of the day. If there is an urgent concern, make an appointment.

Paperwork

There will be a \$10 fee for any form requiring a doctor signature. If you present a physical form at the time of the well child appointment, there will be no fee. Paperwork brought to the office will take 48 hours to complete.

Child's Name : _____

Parent/ Guardian Signature: _____

Today's Date: _____