



# GWINNETT PEDIATRICS & ADOLESCENT MEDICINE

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## FINANCIAL POLICY

Gwinnett Pediatrics is committed to providing you with the best possible medical care for your child. We believe that an informed consumer is a more satisfied consumer. Therefore, in our effort to communicate, we offer you our Financial Policy in writing to keep with your family's medical receipts.

The following information is provided to avoid any misunderstandings or disagreement concerning payment for professional services.

**I understand that whoever brings my child in for visits is authorized to receive financial and medical information.**

**FINANCIAL INFORMATION:** Payment is required at the time services are rendered. If you are unable to pay your bill today, please ask to speak with a Financial Advocate. He/She will assist you with arranging a payment plan, discussing financial assistance, or rescheduling an appointment for a time when you are prepared to pay.

Regardless of your insurance coverage, you are ultimately responsible for full and timely payment of all charges incurred at Gwinnett Pediatrics. If you fail to make payment in full or arrange for a payment plan with our financial department for the services that are rendered to you, your outstanding balance may be sent to a collection agency and you may be terminated from our Practice. You may be responsible for the fees assessed by the collection agency.

Because our practice is charged per call for after-hour calls to the CHOA advice line, we request that you contact your insurance advice line first. You may be charged \$15.00 for calls that are routed to the CHOA line or the physician on call.

**INSURANCE INFORMATION:** Our practice participates with a variety of insurance plans and it is your responsibility to:

- Be familiar with the requirements of your specific plan. We handle families covered by more than 1,000 health plans and cannot be responsible for understanding the current details of every plan.
- You are **required** to present your current insurance card at every visit.
- Your co-payment, coinsurance and/or deductible are **required** at each visit. Payment can be made by cash, check, or credit card. If you do not bring payment to your visit and we have to bill you, your visit may be rescheduled or you may be assessed a \$5 processing fee.
- For medical care **not covered** under your insurance, payment in full is due at the time of the visit.
- Secondary medical insurance will be filed upon your request only and we will be happy to provide you with a claim form in case that you want to submit to your secondary carrier yourself. Please ask the financial advocate for assistance. If you have insurance that we do not participate in, we will file the claim upon request; however, payment in full is expected at the time of service.
- If you change insurance, please be sure to notify our billing office with this information as soon as possible otherwise you may be responsible for the entire bill.
- If you have questions regarding your insurance, we will be happy to help you; however, specific coverage issues should be directed to your insurance company member services department.

**CANCELLATIONS AND MISSED APPOINTMENTS:** If it is necessary to cancel your check up appointment, please do so 24 hours prior to your appointment or your account may be assessed a \$50 late cancellation/missed appointment fee. If you miss your sick child appointment your account may be assessed a \$25 fee.

If you are divorced, please note that the party that brings the child to the office will be the responsible party on record. We will not be involved in parental court cases.

Our practice firmly believes that a good physician/patient relationship is based upon understanding and good communication.

How should we contact you: home \_\_\_\_\_ cell \_\_\_\_\_ text \_\_\_\_\_

**Please sign below to acknowledge that you have read and agree to this financial policy.**

\_\_\_\_\_  
Signature of Patient or Responsible Party

\_\_\_\_\_  
Date

Patient Name: \_\_\_\_\_ Date of birth: \_\_\_\_\_

**RECEIPT OF NOTICE OF PRIVACY PRACTICES  
WRITTEN ACKNOWLEDGEMENT FORM**

**The Privacy Act requires that you be informed of your rights to patient privacy. In order to demonstrate that you were advised of your right to privacy of your medical records, we ask that you complete the following:**

I, \_\_\_\_\_ (Legal Guardian's Name) am the responsible party for  
Child's Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

I am related to the child by \_\_\_\_\_ (Indicate Relationship).

Please list who **IS NOT ALLOWED** to have access to your child's financial and medical history:

\_\_\_\_\_

1. Offered (but refused to read/sign) \_\_\_\_\_ (check here) **-or-**,
2. Reviewed \_\_\_\_\_, (check here), **--or--**
3. Received (for take-home) \_\_\_\_\_ (check here),

A copy of GWINNETT PEDIATRICS & ADOLESCENT MEDICINE's Notice of Privacy Practices.

**Lab Results:**

May we leave your child's lab results on your voicemail? Yes \_\_\_ No \_\_\_

If yes, what telephone number should we leave the results on? \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

**The American Recovery and Reinvestment Act of 2009 requires that we gather additional information from you about your background. Thank you for answering the following 3 questions:**

**Race:**

Unknown	African American	Asian	Caucasian	Filipino	Hispanic
Japanese	Chinese	Native American		Native Hawaiian	
Pacific Islander		Indian	Other		

**Ethnicity:**

Hispanic	Non-Hispanic	Unknown/Decline
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**Primary Language:**

English	Spanish	Other	Unknown/Decline
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**How did you hear about our office?**

Website	Friend	Ad	Facebook	Festival	Other
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GWINNETT PEDIATRICS & ADOLESCENT MEDICINE

## LATE ARRIVALS

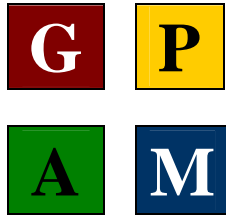
**Our primary concern is the safe, efficient delivery of medical care for all our patients.** We have set “Appointment Times” for our patients and do our best within the limits of circumstances that we can control to see our patients on time. Please understand that this policy is in place to prevent the Doctors from falling extremely behind during the day. We ask all our parents to abide by this and all of our office policies. Chronically ignoring or failing to follow our office policies may result in our requesting that you find another pediatric group for your child’s healthcare.

We encourage and expect our patients to arrive in a timely manner as late arrivals interfere with the Doctor being able to stay on his/her schedule.

We feel that patients deserve our attention during the appointment time we have reserved for them. If you arrive late for an appointment, our staff will check with the Doctor to see if we will be able to see you at this time, at a later time during that day, or the next available appointment.

Thank you for helping us to maintain an efficient patient schedule.

Gwinnett Pediatrics & Adolescent Medicine



## GWINNETT PEDIATRICS & ADOLESCENT MEDICINE

### WALK IN POLICY

**Our primary concern is the safe, efficient delivery of medical care for all of our patients.** We do not have “Walk In Hours”. We have many resources for you to schedule appointments. You can call, e-mail, or download our Itune app. Please check out our website at [gwinnettpeds.com](http://gwinnettpeds.com) and click on the Sun.

We see our patients by appointment and do our best within the limits of circumstances that we can control, to see our patients on time. We feel that patients deserve our attention during the appointment time we have reserved for them. We do not encourage walk in appointments, as it interferes with our ability to deliver safe medical care in a timely manner to all our patients. We request that all patients call for an appointment time before coming to our offices.

There are very rare instances in which it is appropriate to come in before calling. A life threatening or potentially life-threatening situation is not one of these instances. **Anytime that a parent feels that a life threatening medical condition is present, the appropriate course of action is to immediately call 911.** EMT's responding can assess the situation and provide emergency care and transport the patient to an Emergency Room for further evaluation. It is NOT appropriate to come to the office in such situations. This will needlessly delay adequate medical evaluation and treatment and may put your child in a dangerous situation.

If you arrive at our office without an appointment, we will have our staff assess your child and determine the degree of urgency of your child's illness.

We will triage your child to an appropriate appointment time. You may be asked to return at another time or day. If we feel that the most appropriate and safest course of action is to have your child evaluated and/or treated in an emergency room, we will refer you accordingly.

We ask that all our patients abide by this and all of our office policies. Chronically ignoring or failing to follow our office policies may result in our requesting that you find another pediatric group for your child's healthcare.