



Welcome to St. Teresa Pediatrics. I am delighted that you are considering our office to care for your children. It is a blessing and a great responsibility for us. As partners in the care of your child, we need our families to understand and agree to our office policies. Please read over and sign our office policies. If you feel you cannot agree to our office policies, please call to let us know that you wish to cancel your child's appointment.

Sincerely,

Dr. Elizabeth Abraham MD,MS

1. We have a strict immunization policy: our patients must follow the recommended immunization schedule of the Centers for Disease Control. If you refuse or delay these, you will be asked to find a new health care provider. This is for the safety of all the patients and staff in addition to being the best medical care for your child.
2. Cancellation and "No Show" policy: out of respect for our time and other patients, we have fines for late cancellations and no-shows. A late cancellation is canceling an appointment less than 24 hours prior to the appointment start time. There is a \$75 fee for late cancellation. A no show is defined as not coming to your scheduled visit or canceling your appointment after the appointment start time. First no show is \$125. Second no show will lead to you being asked to find a new health care provider for your children. Not showing for a urodynamics study is a \$500 charge. **Insurance companies do not pay for no shows.** You are responsible for keeping track of your appointments and canceling an appointment you do not plan to keep. Thank you for being respectful of the value of our time and being considerate to all the children we serve.
3. Late patients may not be seen at all or may have to wait to be seen. If we see a late patient, it makes us late for everyone else. Please try to arrive 20 minutes **prior** to your appointment time to allow time for registration and check in. If we do not have another open appointment later in the day, you will be asked to reschedule.
4. Understanding and helping our time limits:
  - a. If you would like the physician or NP (nurse practitioner) to check another child, please say when scheduling your appointment that you would like another child checked. If additional children need to be checked instead of one, we have to plan for the time that it requires from the physician as well to obtain vital signs and history. We do our best to accommodate sick siblings when appointments



are available and when we are notified early. We are unable to accommodate un-planned requests.

- b. Well child visits are meant for well care. If your child is sick that day, you may change this into a sick visit. Since some insurances may treat this differently, we ask that you call ahead of your appointment and let us know this. Time does not allow for both a well child visit and a sick visit to be done within one appointment slot. Thank you for understanding.
5. Patients seen in our specialty clinics may not transfer to our primary care clinic. We apologize for any inconvenience. This policy is to protect the trust that referring physicians and other health care providers place in us when they refer to our specialty clinics. Patients referred to our urodynamics lab by another nephrologist or urologist may not transfer their care to us.
6. Payment policy: Co-payment/Payment is expected with service provided. Payment plans are available. Please contact our office manager for help with this. Non-payment of bills will result in (a) not being able to schedule appointments or be seen by physician and (b) being referred to a collections agency. If sent to a collections agency, you are responsible not only for the bill but fees charged by the collection agency.
7. Uninsured patients may still be eligible to receive immunizations from us or through their local health department using the Vaccines for Children (VFC) program. We may also discuss sliding scale options for uninsured patients. Please ask to speak to our office manager.
8. Designated Adult Decision Maker policy: a parent or guardian may allow a grandparent or other designated adult to bring a child to a visit. The parent must give written permission to authorize all necessary care, agree to payment for care, and agree to recommended immunizations if appropriate. **We require that the parent or guardian be available by phone during the appointment time and for one hour after the designated appointment time for questions and discussion if needed.** We understand that you are busy, but we need to be able to communicate with you directly about your child.
9. Refills and medication requests: if appropriate, refills and medications will be completed within THREE business days for medications that are not controlled substances. For controlled substances, give notice of SEVEN days or five business days for refill requests. Please call Monday-Friday between 8:30am-4pm for your refills and medication requests. Refills and urinary supplies will not be refilled after hours or on weekends.



10. Requests for new prescriptions or dose changes (not refills) which require physician intervention have a minimum \$30 charge depending on time required from the physician. The physician may want to see the patient for new medication requests or dose change requests. For primary care patients, antibiotics will not be prescribed over the phone.

11. Forms:

- a. For children up to date on their well child checks, daycare forms and WIC forms are no extra charge and have a turnaround time of THREE business days. If you need a Same Day rush, the form must be requested by 9am and will be ready by 3pm the same business day. If the Same Day request is received after 9am, it will be completed by 3pm the next business day. There is a \$10 rush fee for Same Day forms for daycare and WIC.
- b. You may download your verification of any immunizations recorded at our office through the patient portal.
- c. Sports physical forms: We ask that page #1 of the Missouri sports physical form be filled out prior to visit. It takes approximately 20 minutes and the physician cannot clear the patient until seeing and approving page #1.
- d. FMLA and disability forms have a \$25 charge. These have a 7-14 business day turnaround time, which may be more if records have to be obtained from other providers. There are no rushes on FMLA or disability. There are no guarantees that the FMLA or disability paperwork will achieve the desired result.

12. Letter policy:

- a. Please ask for any letters you may need for school or work when you register for your appointment, and we will be happy to accommodate you. If the physician or provider needs to modify the letter after the visit, they will.
- b. If your school needs a sick excuse for your child and your child has not been seen by us, we can write a letter that states "per parental report." If your child was seen elsewhere, please get a letter from that location.
- c. Our primary care office does not write letters for emotional support animals. If a family feels this is necessary, they need to ask their child's psychiatrist, psychologist, or mental health provider.

13. Waiting Room Etiquette:

- a. Please respect others in our waiting room. We ask that volume be off for any devices and to keep conversations in a low voice. You may bring headphones for your child to have audio to any devices.
- b. Children who are able to walk must keep shoes on and stay dressed until they get to the exam room.
- c. We value your and your child's privacy and will protect it. For conversations in the waiting room and at the front desk, we need your help with this. Therefore, we may ask you not to continue a conversation about your child's health until you



are meeting with the doctor or nurse practitioner. Thank you for helping us observe privacy laws.

14. To reduce the spread of infection, we ask all who enter to sanitize their hands when they enter the waiting room. We ask patients or family members who are coughing or sneezing to cover their nose and mouth with a mask that we provide. Thank you for complying. We also encourage you to bring your own books and toys for your child to play with in the waiting room.
15. To protect the privacy of all our patients, please do not take any pictures in our office with other patients or family members in the picture. Please do not take pictures of the staff without their permission.
16. Exam room etiquette: kindly keep your cell phone put away and be attentive to your child's visit. You may ask to use your device to distract children during procedures such as injections, but please ask permission. Please keep your children from playing with the medical equipment. This includes gloves. Gloves need to be kept clean for medical use and are not toys.
17. Asking to speak to physician or NP outside a clinic visit:
  - a. The physician and NP's first priority is to serve the patients with appointments in the clinic. Therefore, we cannot accommodate requests to personally speak with physician or NP. Thank you for understanding time constraints. Consider a portal message for non-urgent matters.
  - b. If the physician or NP believes a clinic visit is appropriate for the concern, including discussion of results, they may recommend an in-person visit.
  - c. After hours communications:
  - d. If you have a question or concern that can wait until the next business day, you may leave a voicemail or use the patient portal.
  - e. If you have an urgent question about your child's health, we offer a trained pediatric telephone triage nurse advice line after hours. We recommend following the advice of the triage nurse.
  - f. If you need to speak to a physician after hours, there is an additional charge based on time of day. If a patient or parent insists on speaking with the on-call physician after hours, there is a minimum \$50 charge for daytime calls outside office hours (\$50 for first 5 minutes, \$6/additional minute). This charge is waived if the caller is a physician in a hospital, emergency room or urgent care who needs to speak about the child.
19. Patient records including vaccine records may be accessed through the patient portal at no cost. You may request paper copies of your records for a fee of \$10 plus \$0.50 per page.



20. Finally, but very importantly to us, while St. Teresa Pediatrics is an independently owned medical practice, the intention is to be faithful to the teachings of the Roman Catholic Church and the Ethical and Religious Directives (ERDs) of the United States Catholic Conference of Bishops. We respect all human life from conception to natural death as made in the image and likeness of God and created as male and female. Accordingly this practice will never perform or refer for: abortion, abortion-causing medications or devices, physician-assisted suicide, any form of human euthanasia, contraception, sterilization, nor transgender hormones or surgeries.

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Parent or Guardian Acknowledgment: I have read and understand the procedures of St. Teresa Pediatrics.

Child's Name: \_\_\_\_\_

Parent/Guardian's Name: \_\_\_\_\_

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