

Living Water Pediatrics Office Policies

Financial Policy

Living Water Pediatrics is a membership-based direct primary care practice and membership dues are required to be paid monthly or annually to continue with pediatric care at our practice. A debit card, credit card or bank account will be kept on file for automated billing of membership fees. It is the responsibility of the patient and/or family to ensure that the office is notified of change of payment method. Failure to pay monthly membership dues will first result in a notification to the patient/family about a lapse in payment. If no payment has been received within seven days of the payment due date and Living Water Pediatrics has not been contacted, then a letter of termination of membership will be issued. Non-paying members will have thirty days to transition to another medical provider. Any urgent care visits, including in office labs and medications during this period, will be charged on a fee-for-service basis.

Any billing charge outside of membership fees, including payment for ancillary services, outside laboratory exams, imaging studies, durable medical supplies and prescriptions, is due at the time of service. Failure to pay additional medical charges within 30 days will result in a letter of notification about the medical bill. After 60 days of non-payment of a medical bill and Living Water Pediatrics has not been contacted about the charge, then a letter of termination of membership will be issued.

Office Environment Policy

At Living Water Pediatrics, we strive to create a calm, therapeutic office environment for the treatment of children from birth to twenty-two years old. We believe that quality pediatric care is given in the context of a trusting, respectful patient-physician relationship. This relationship extends to our staff members, who help support the health of your child. Our office does not tolerate offensive, threatening or harassing language or behaviors towards our physicians or staff members. We reserve the right to terminate a membership immediately, if these behaviors are encountered from a patient or a family member in our practice.

No Show Policy

We request that our patients notify our practice at least 24 hours in advance to reschedule or cancel an appointment. This notification allows other patients in our practice to access this appointment. If three scheduled appointments are missed without adequate cancellation or notification, then we reserve the right to terminate the patient membership.

Late Arrival for Appointment Policy

We strive to see our patients within 15 minutes of your arrival for an appointment, unless a medical emergency occurs in our office. Please arrive at your scheduled appointment time to minimize your time in our waiting room. Please notify our office, if you expect to arrive later than your appointment time. If

you arrive significantly later than your scheduled appointment time, then you may be asked to reschedule your appointment.

Prescription Refill Policy

We require a 24 hour notice (one business day) to process refill requests. Most refills can be refilled by contacting the pharmacy where the prescription was filled and they will send us a request for the specific medication. Please contact our office if you are having difficulty with refilling your prescription through your pharmacy or you have questions about the prescription. For ADHD medications, which are controlled substances, we require photo identification and your signature in order to pick up prescription refills in our office.

Medical Forms Policy

We require 24 hour notice (one business day) to process medical forms, including physical forms and medication forms. We try to fill out these forms during your child's routine physical. There is no charge to our members for these forms to be filled out.

Medical Records Policy

If you are transferring care to our practice, then please complete the Authorization for Release of Information form. We will need the complete name and address of the previous practice to ensure that the request is processed correctly. Your child's medical records at Living Water Pediatrics are confidential and will not be released without written consent. We reserve the right to charge a processing fee to copy medical records for attorneys, insurance companies, and transfers out of our practice. Please allow up to two weeks for processing of the medical record.

Vaccination Policy

Living Water Pediatrics believes that vaccination is an integral part of pediatric care to prevent life threatening illness in children. In our practice, we encourage parents to have discussions about the risks and benefits of vaccines with our pediatricians. We understand that this health intervention is best accomplished within the confines of a trusting, mutually respectful relationship with your pediatrician and with the consideration of each child's individual needs. We follow the CDC and the American Academy of Pediatrics recommended vaccine schedule. Alternative vaccine schedules can be accommodated in our practice.

We feel that the decision to vaccinate is not only a public health issue, but it is also a personal decision for each family. Additionally, our practice feels that a child should not be left without a pediatrician as a result of their parents' personal beliefs.

I have read and I understand the office policies for Living Water Pediatrics. I understand that it is my responsibility as a patient or a legal guardian of a child in the practice to abide by these office policies as a member of the practice.

Signature of Patient or Parent/Legal Guardian

Date