

Southside Pediatrics Office Policies

Healthcare visits for children can be more than just getting shots, having ears examined or treating the physical symptoms of an illness. Each visit is an opportunity for families and their healthcare provider to partner and promote quality healthcare and to support the family's needs in their journey to raising their child. The foundation of family centered care is the partnership between families and their healthcare provider.

The providers and staff of Southside Pediatrics are honored to be a part of your child's future. As your *Medical Home Provider* we look forward to building a relationship with you, your child and your family. So that we can better serve the needs of your child please be sure to keep us **up-to-date** with any changes in: Health Condition, Contact Information and Insurance Status.

Your Child's Privacy

In accordance with federal and state protected health information (PHI) and federal privacy laws (HIPPA), as well as, state medical retention laws, Southside Pediatrics is committed to maintaining your child's medical record in a secured environment. Your child's medical record will be maintained in written and electronic form at this location or in a secured professional off-site storage facility retained by Southside Pediatrics. We ask that you clearly identify those family members who you wish to have medical information disclosed too. A Consent to Share form will be provided on your first visit and updated periodically.

Biological parents have a legal right to access their child's PHI. The only time a biological parent does not have access to the PHI, is when their parental rights have been terminated. Current and valid legal documentation is required to be maintained in the medical record to show proof of termination of parental rights. If you are a legal guardian of a child, please present your court documentation of guardianship to the receptionist.

If you are unable to accompany your child to his/her appointment and need to send someone in your place, Southside Pediatrics requests that you provide the office with either a written permission slip acknowledging the name of the person bringing your child to his/her appointment. The permission slip should state your name, the name of your child, and the name of the individual your trusting with medical decision making for your child in your absence. The permission slip should also indicate the time period you are extending this privilege. If this is not possible, please call us prior to the appointment time and provide your oral permission to treat and disclose information.

Children approaching the age of 18 should begin thinking about transitioning to a physician who treats adult patients. Our providers can see children till age 19. When a child reaches the age of 18, for their privacy, we will have them complete a new HIPPA and Consent to Share form.

No Show Policy

We understand that unforeseen circumstances/emergencies occur that may affect your ability to keep your appointment. We ask that you notify the office prior to your appointment time, as soon as possible. Multiple missed appointments are subject to a no show fee or possible discharge from the practice. Please call us as soon as you can, this will give us an opportunity to reschedule your appointment and provide an appointment time for another child who needs to be seen.

Financial Policy

Most insurance plans do not pay all medical services, even when those services might be helpful to the patient. When services are a “non-covered benefit” or services are subject to a co-pay, deductible or co-insurance, you will be responsible for the balance. Co-Pays are due at the time of service unless other financial arrangements have been made with the office. Patient balances that go unpaid and are several days overdue maybe subject to collection proceedings, please contact the office if you are having financial difficulties.

Billing statements are sent monthly. After reviewing your billing statement, if you have any questions please don't hesitate to call the office and speak with our office manager. Payments can be made by sending a payment in the self-enclosed envelope. Our office takes all major credit cards. For your convenience, we also take payments over the phone.

It is important that you keep your insurance company updated with any changes to your address, marital status, enrollment of new dependants or changes in secondary insurance coverage. All insurance companies require once per year an “Update to COB” (coordination of benefits). It is important that this information be updated or your insurance company will not process your claims. This information can be provided to your insurance carrier: in writing, over the phone or by updating the information at the insurance membership website.

Michigan Insurance Law is regulated by the “Birth Day Rule”. Which means: the member whose birthday comes first in the year is primary. Unless there is a court document in place which mandates who is to carry the primary insurance. You may have to update COB more then once a year if you have experienced multiple status changes within the year.

For those patients who have assigned case workers to assist with obtaining and maintaining state insurance coverage. You are required to report any changes directly to your case worker or insurance provider.