**Pinnacle Pediatrics and Internal Medicine Practice Policies**

**Permission to Treat** – Children and adults who cannot make their own medical decision must be accompanied by a parent, legal guardian, or relative that has a Permission to Treat on file.

**Walk-in Appointments** – All visits are by appointment. We do not take walk-in patients except in rare case per provider availability. If you need to be seen urgently, please call us and we will do our best to get you in.

**Late Policy** – If a patient arrives after 1/3 of their allotted visit time has passed, the provider reserves the right to reschedule the visit. For example, arriving more than 5 minutes late for a 15 minute ill visit may force us to reschedule.

**No Show/Cancellations** - We request 24 hours of notice for cancellations of scheduled appointments. If you do not show up, or fail to give us adequate notice, you may be assessed a $50 fee that is not payable by insurance. After three no show appointments, you may be asked to leave the practice.

**Payment** – Copays, self-pay payments, or services not covered by insurance are due at the time of service. It is the responsibility of the patient to know what is covered. Furthermore, patients with high deductible plans may be asked to pay for their office visit at check out. If you have additional responsibilities for payment, you will be billed with the remaining balance. Payment is due upon receipt. Overpayments can be kept as a positive balance or refunded. If you believe there is an error in billing, please contact us. You can pay by cash, check, or credit card, via phone or online, through our website’s payment portal. Any overdue balance beyond 30 days may be assessed a $10 service fee per month, which is not covered by insurance. Well child appointments, physicals, and immunizations are not available until accounts are satisfied. Overdue accounts beyond 90 days may be sent to a collection agency, with any additional costs or legal fees to be paid by the guarantor.

**Telephone Calls** – Office hours phone calls will be triaged and answered in order of urgency. We generally return phone calls within 30 minutes. If you feel your call is critical, please let us know, and we will get appropriate staff on the phone immediately. If we have not returned your call within an hour, please call us back.

**After Hours** - We provide after-hours care for concerns that might arise. To access after-hours care, please call our normal office number and listen to the prompts. For pediatrics questions, you can choose the option to connect to a nurse line that can answer most queries. If they cannot, then you can choose the option to leave a message for the provider on call, who will call you back to answer your questions. For adult concerns, please choose the option to leave a message and we will return your call. We do not charge for after-hours call; but if calls are excessive (greater than 8 per patient per month), we may charge a $5 fee, per call exceeding 8, that is not covered by insurance.

**Prescriptions** – Refills are completed during office hours only. Please contact your local pharmacy first, to ask for a refill. They will contact us if an additional prescription is required. Please allow 3 days for completion of your refill. Refills are provided for current (seen within the past year) patients only. In general, prescriptions for new medications, including antibiotics, are not given without an appointment.

**Forms** – Our staff will fill out forms necessary for daycare, school, camp, work, FMLA, etc, with the exception of worker’s comp, which we do not evaluate. Please allow us 3 days to complete the paperwork. We do not charge a fee for most paperwork; however, if the time required to complete the paperwork is exceptionally long, a small fee may be assessed.

**Referrals** – Referrals to specialist are not given unless the provider has discussed the pertinent issue with the patient during an appointment.

**School/Work Release** – We will provide excuse forms for school or work only if a patient has been seen by a provider for that reason.

**Vaccines** – We follow the CDC guidelines for childhood and adult immunizations. We make rare exceptions for those who choose not to follow the pediatric guidelines. Adults can freely choose which vaccines they receive. Child’s vaccines will be entered into the CO Immunization Information System (CIIS), a confidential, secure, statewide immunization registry. You may choose to opt out of this registry by notifying one of our staff.

**Patient Portal** – We offer a secure, HIPAA compliant, patient portal that offers a convenient method to communicate with us online. We will respond to your queries during office hours. The patient portal is not meant for urgent questions or emergencies. Call 911 for any emergent concerns. For privacy reasons, we highly encourage all medical correspondence to be done through the portal. However, it is impossible to be 100% secure online. Therefore, usage implies acceptance of risk. It is the responsibility of the patient (or his/her guardian) to ensure we have the correct email address to send portal notifications. It is also the patient’s responsibility to keep the login name, password, and all portal information private. Parents/guardians automatically have access to their children’s/ward’s patient portal without the need for their consent, up through the age of 17 years. However, teen patients can revoke their parents’ access to their portal through written notification. Any adult can give consent to others allowing access their patient portal, by listing them below:

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

After reviewing the entire Practice Policies, I understand and agree to the terms.

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