

# Policies At A Glance



The Pediatric Group, PC

Pediatric & Adolescent Medicine

[www.tpg-pc.com](http://www.tpg-pc.com)

**First Appointment** - Please arrive for your first appointment at least 30 minutes ahead of the scheduled time. Please bring your child's vaccination records, completed new patient forms (<http://www.tpg-pc.com/Forms-Policies.aspx>) and a **current** insurance card.

**Scheduling an Appointment** - Please call the location closest to you between 8 AM and 5 PM, Monday - Friday. *This will become your child's "Home Office"*. This will be where we see your child, which will allow you and your child to build a relationship with the staff at this office. **Each Child** who needs to be seen **MUST** have an appointment. We reserve time slots each day to accommodate sick children who need medical care. If you bring a second child who does not have an appointment, you may have to wait for the next available time for them. *You may request appointments through your Patient Portal.*

**Canceling Appointments** - Please give us at least **24 Hours** notice if your child is unable to keep their appointment. This will allow us to use their time slot for other children who need medical care. **Cancellations made less than 24 hours in advance will result in a service charge.**

**Arriving for your Child's Appointment** - Please arrive 15 minutes ahead of time. **You will need to bring your child's current insurance card to each appointment.** *Please be prepared to pay any co-pays or your bill in full, once services have been rendered.*

TPG strives to keep all of our appointments on time. If you arrive for your child's appointment more than 15 minutes late, it is possible that they may be rescheduled, for the next available appointment.

**Nursing Advice / Scheduling Sick Child Visits** - The Pediatric Group, PC (TPG) provides nursing advice 8 AM to 5 PM Monday - Friday at all of our offices. Our nurses are specialized in pediatrics, and may suggest home care or schedule your child for a reserved sick appointment to enable them to be seen as soon as possible.

**After Hours Care** - The Pediatric Group offers an after hours Pediatric Triage Nurse Service, supported by an on-call doctor. This service is for **URGENT QUESTIONS** that cannot wait until the morning. The on-call physician is unable to refill routine medications, call in antibiotics, or schedule appointments. There is no charge for urgent medical concerns such as fevers over 100.5 degrees, calls from parents of newborns under 8 weeks of age, vomiting, diarrhea, asthma, etc. Calls about routine issues, such as diaper rash and constipation, however, could result in a charge.

If you have NON URGENT questions (that can wait until our offices open again) you can ask them using the Patient Portal at any time.

**Insurance and Billing Questions** - All questions regarding Insurance or bills should be directed to our Billing Specialist at **(571) 599-2798**, Monday through Friday, 8:30 AM - 4:30 PM.

**Forms / School Forms** - As with prescription refills, **we require at least a 3-5 day turn around time.** This enables the staff to ensure that the child has a current physical and gives the provider adequate time for chart review. Forms filled out, other than those at regular check ups, may result in a charge.

**Prescription Refills** - With the exception of certain rescue medications for asthma, **we require at least a 3-5 day turn around time** for prescription refills. This enables the staff to request the prescription from the provider and allows the provider adequate time for chart review.

**Children on ADD, ADHD medications MAY NOT have a prescription refilled for stimulant medications unless they have been seen by their regular provider within the past 6 months.** We encourage parents of children with this requirement to schedule their child's 6 month follow up visit before leaving the office. This will ensure an appointment at the correct interval. Appointment reminders (including Nurse appointments) are made through the Patient Portal. For monthly medication refills, when you have 1 week of medication left in the bottle, please call, or request a prescription refill using the Patient Portal.

**Medical Records Request** - A summary of your child's medical records can be accessed and printed easily from our Patient Portal. If you request that we provide a copy of your child's medical records, you will need to fill out one of our practice's **Consent to Release** forms. A form must be completed for *each child's medical records*. Please return the Consent to Release form and medical records copying fee (\$25 for one chart or \$35 for more than one chart) to your child's home office. **NOTE:** \*Under Virginia State Law, we have up to 10 business days to copy the requested medical record(s). *If your child is 18 years or older, the patient must sign the Consent to Release form to request their own medical records.* Medical records can be mailed or picked up by the person requesting them.

**Vaccination Policy** - **The medical providers of TPG firmly believe that vaccinating children and young adults may be the single most important health-promoting intervention we perform as health care providers, and that you can perform as parents/caregivers.** The recommended vaccines and their schedule to be given are the results of years of scientific study and data gathering from millions of children, by thousands of our brightest scientists and physicians.

If you have doubts, please discuss these with your healthcare provider in advance of your visit. Please be advised, however, that delaying or "breaking up the vaccines" to give one or two at a time can put your child at risk for serious illness (or even death) and goes against our medical advice as providers at The Pediatric Group, P.C.

\*Please see our full 'The Pediatric Group, P.C. Vaccine Policy Statement' included in the New Patient Packet, or on our practice website at [www.tpg-pc.com/Forms-Policies.aspx](http://www.tpg-pc.com/Forms-Policies.aspx).

## **TPG Photographing & Videotaping Policy** -

- Staff and medical providers retain the right **not** to be videotaped or photographed. **Please do not videotape or photograph them without their permission.**
- If asked to turn off a video camera, please do so immediately.
- Videotaping or photographing of medical procedures (administering of vaccinations or lab tests, etc) **IS NOT ALLOWED.**
- No pictures of other patients and their families.
- No pictures in common areas (waiting rooms, hallways, etc).