

MISSED APPOINTMENT POLICY

Due to the unacceptable number of Missed Appointments for Check-Ups, Chronic Health Problem Management, Vaccine Administration, Follow-Up, and Referrals to Specialists, patients will be responsible for payment of a **“Missed Appointment” fee of \$35**. If 3 **“Missed Appointments”-including non-compliance with scheduling appointments for referral consults-** occur, your status will be changed to INACTIVE and dismissal from practice for failure to comply with recommendations may result. Cancellation of routine checkups defined by the American Academy of Pediatrics and not rescheduling in a timely manner is non-compliant and is not acceptable.

We regret the need to implement this action; however, scheduled appointments disrupt the availability for same day visits and the subsequent impact of work-in “sick visits.” When patients fail to keep appointments, the inconvenience is disrespectful to our patient families and to the staff and physician efforts towards providing timely customer service. We recognize that urgent and emergent medical circumstances are unpredictable on any given day. We also understand that the children often control the schedule as we work with them to cooperate for a less disturbing visit. At SouthPark Pediatrics, we strive to deliver “Quality Time With Families,” as we remain flexible on a case by case basis.

At SouthPark Pediatrics, PA we feel that it is extremely important to follow the American Academy of Pediatrics recommendations. With these recommendations, there may be some services that, depending on your particular insurance plan, may not be covered and will fall under the guarantor’s responsibility. Some of these services include the following:

Developmental Screenings – The specific screenings we use are the Ages and Stages Questionnaire(ASQ), Modified Checklist for Autism in Toddlers (MCHAT). The Ages and Stages Questionnaire helps screen proper development of your child at different stages through 5 years old. The MCHAT is an autism screening tool used in the 18, 24, and 30-month child visits. PSC-Y (Teen screen) this survey identifies indications of potential attention, academic issues, depression, anxiety, sleep and other lifestyle behavioral issues, as well as suicidal tendency.

BMI (Body Mass Index) – Evaluating Body Mass Index has become an important initiative in pediatrics. With the population of adults suffering from obesity, the American Academy of Pediatrics has found that the sooner we start addressing risk factors including family history and causes of weight gain like hypothyroidism, as well as complications such as diabetes and high cholesterol increasing heart disease/risk of stroke, the more of an impact we can have on your child’s proper growth and development into adulthood. Insurance companies are now auditing us to confirm we are following this recommendation. If your child falls within a certain percentile that the physician feels more discussion and/or labs are to be done, these issues may or may not be covered by your particular plan and will be your responsibility to cover, either by it being applied to your deductible, or an out of pocket expense.

Lab handling fee –This is a charge for preparing the throat swab, urine, blood specimen and paperwork for transport to lab and appropriate lab follow up.

Meningococcal Serogroup B (Men B) Vaccine – This a 2-dose vaccine for patients 16-23 years of age that protects against meningococcal serotype G disease, which is often seen on college campuses. This vaccine may not be covered so it is best to check with your insurance company so that you are aware of the financial responsibility that you incur when signing permission for this protection.

Due to advanced scheduling of well-child visits as well as making sure we keep your child up to date on yearly routine checkups, you will be asked to schedule your next appointment at check out. Please go ahead and reserve a spot on our calendar and we will give you a call prior to the appointment as a courtesy reminder. Many insurances require a 12-month interval and that is easiest met by scheduling you at check-out.

I have read and understand the above information and acknowledge that I understand the consequence of repeated missed appointments and if I am billed for services because my insurance did not cover, I am responsible for payment.

Thank you for your cooperation and allowing us to provide the best care we can for your children!!