



All About Kids Pediatrics

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Office Policies

At All About Kids Pediatrics, we hold your health and happiness in the highest regard. We want to assure you that with our multiple qualified providers, we are here to aid your family in the most collaborative way possible. Schedules can alter unexpectedly, and most sick visits are not planned. In turn, we encourage our patients to build relationships with all providers in our office, as your preferred provider may not always be available. Your understanding in this matter can help to deliver shorter wait times & allow improved appointment availability for all patients. Rest assured, no matter the reasoning behind your child's office visit, they will see a provider that can appropriately treat, oversee & meet their individual needs.

ATTENDANCE POLICY: As a patient, your child is receiving comprehensive health care at our practice. We are committed to providing premier care for your children and we place a priority on each child's individual needs and special attention throughout infancy and into adolescence. For us to continue to provide this service, we ask that you follow the well child check schedule below, as recommended by the CDC:

Newborn

In the first 72 hours and at 2-4 weeks of age.

First Year of Life

2, 4, 6, 9 and 12 months of age.

Second Year of Life

15, 18 and 24 months of age.

Early Childhood

2.5, 3, 4 and 5 years of age.

Early School Years

Annual visits from 6 to 11 years of age.

Adolescence and Early Adulthood

Annual visits from age 12 to 21 years of age.

You may receive a reminder call or letter from our office if you have not already scheduled an appointment. However, if there is a significant lapse past the annual scheduled time for the well child visit, and you have not made an appointment, you will be dismissed from our practice. If you miss/no show your first scheduled appointment at our practice, you will be dismissed. It is especially important for us to be able to monitor your child/ren's health. It is equally important to understand the routine benefits on your insurance plan, as some plans do not always cover the number/frequency of visits recommended on this schedule. Please check with your insurance to learn more about your routine benefits.

APPOINTMENT CANCELLATION POLICY: We understand that situations arise in which you may need to cancel your appointment. Under these circumstances, we respectfully ask that you provide more than 24-hours' notice for an appointment cancellation. In turn, this will allow us to make the open time slot

available for other patients who are waiting to be scheduled. Cancellations that are not made within 24 hours' notice, unfortunately become inaccessible to other patients in need.

If you desire the convenience of cancelling appointments in advance, but after business hours, we highly encourage and recommend you take advantage of our internet portal called MyChart. Access to MyChart enables a caregiver/patient to cancel an appointment through the online application, without calling the office. This can even be done after business hours when it is not possible to call the office. The MyChart system allows online cancellations with as little as 8 hours advance notice. Canceling your appointments in advance gives us the opportunity to schedule other sick or well patients in need.

Please understand that cancellations without the required notice will be treated as a NO SHOW, and your account will be charged as such. These fees are the sole responsibility of the patient/caregiver and must be paid in full before the patient's next appointment can be scheduled. NO SHOW rules will apply to all late cancellations as well.

NO SHOW/LATE CANCELLATION POLICY: Patients who do not show up for their appointment (without cancelling) will be considered a **NO SHOW**. Patients who No-Show three (3) or more times in a 24-month period may be dismissed from the practice and will be denied any future appointments. If you have multiple children in the practice this rule applies to each child, not the family as a whole. However, if one child meets the criteria for dismissal, then all siblings will be dismissed.

Our practice's policy regarding no shows and late cancellations is a follow:

- **First no show:** You will receive a phone call letting you know that you missed a scheduled appointment as well as a letter in the mail with our Attendance and No-Show policies. If you cancel without required, sufficient notice, you will be informed during the call that insufficient notice was provided. We offer ONE freebie in a 24-month period. After the second No Show, a \$75 fee for well child checkups or \$50 fee for sick visits will be assessed to your account.
- **Second no show:** The caregiver will receive a letter by mail informing them of the second missed appointment (within the allowed 24 months) and the assessed no show fee. If the caregiver is registered and active on MyChart, a message regarding the missed appointment will also be sent.
- **Third no show:** The caregiver will receive a letter by mail indicating that they have missed a third scheduled appointment within 24 months, and all patients under the caregiver's account will be dismissed from the practice. All no-show fees will still apply.

The Cancellation and No-Show fees are the sole responsibility of the caregiver/patient and must be paid in full **BEFORE** the patient's next appointment will be scheduled.

Our practice passionately believes that good physician/patient relationship is based upon understanding and good communication. Questions about cancellation and no-show fees should be directed to the Office Manager at 678-646-0404, or to the Billing Department at 404-500-6397.

TARDINESS POLICY: Here at All About Kids Pediatrics we strive to take everyone's time into consideration. As a courtesy to other patients, our physicians and our staff, we reserve the right to reschedule your appointment if you arrive outside of the allotted time frame.

Well Checks: If you are more than 15 minutes late for a Well Check, you will be asked to reschedule your appointment for a later date.

Sick Visits: If you are more than 10 minutes late for a Sick Visit, we will attempt to accommodate your child on a “work in” basis. If appointment availability permits, please be aware that longer wait times may occur.

Nurse Visits: If you are more than 10 minutes late for a Nurse Visit, we will attempt to accommodate your child on a “work in” basis. If appointment availability permits, please be aware that longer wait times may occur.

Sibling Appointments: If multiple siblings are scheduled back to back and are late for their appointments- back to back scheduling will no longer be allowed. You will be asked to reschedule your appointment and future appointments must be made separately for each child.

We understand that situations arise in which you will be late for your appointment. If this is the case, we ask that you reach out to the office in a timely manner for further direction. Please understand that tardiness without notice from caregiver will be treated as a NO SHOW, and your account will be charged as such.

PATIENT DISCHARGE POLICY: We want our patients and employees to be happy and healthy. We strive every day to make All About Kids Pediatrics a warm and welcoming place. We have put a lot of thought and care into our Office Policies. Failure to comply with one or more of these policies is why most patients are discharged. It is important to read and understand these policies.

Regrettably, we acknowledge that we cannot be all things to all patients. Therefore, we reserve our right to discharge a patient from our clinic for failure to abide by our policies, or any of the following:

- Irreconcilable personality conflicts
- Habitual verbalization of dissatisfaction with our policies or conduct
- Abusive language or behavior directed toward staff
- Disruptive behavior that upsets or terrorizes other patients in the clinic
- Destructive behavior that damages clinic property
- Use of profanity
- Habitual disregard of an advised plan of care
- Habitual failure to return emails or phone calls, or otherwise making it difficult to communicate about the health and well-being of your child
- Misuse—or the suspicion of misuse—of prescription medications
- Request to commit insurance fraud
- Forging of clinic documents, e.g. school notes
- Refusal to sign a vaccine refusal waiver for an under immunized or unimmunized child, making changes to the vaccine refusal waiver
- Non-payment of responsible charges

All patient discharges are considered with great care; we do not make these decisions lightly. If you are discharged from the practice, you will be notified by mail with a certified letter. You will have 30 days to find another physician. We will provide acute care only during the 30-day window after discharge.

By signing below, I acknowledge receipt and understanding of, and accept the All About Kids Pediatrics office policies outlined above.

Parent/Legal Guardian Signature

Date

Parent/Legal Guardian Name

Please list all children in the practice below.

Patient Name(s):

Patient's DOB(s):
