



## DEKALB PEDIATRIC CENTER NEW POLICIES, EFFECTIVE AUGUST 1, 2009

*In this current economic climate we continue to do our best to put you, our customers first. Our goal is to continue to deliver top quality medical care and first rate customer service. The following policy changes are necessary for us to meet these goals and continue to provide the personal services you've come to expect. We value our relationships with each and every one of you and thank you for the trust you place in us. Please call if you have any questions.*

- Visit our new **web site** at [www.dekalbpeds.com](http://www.dekalbpeds.com). We have created a site filled with information about the office, common pediatric illnesses, medication dosages, immunizations, links to many outside resources, and answers to many of your questions. We encourage you to take advantage of all the helpful information you will find and hope you will use it as your first stop in caring for your child.
- **Telephone Care- both during and after office hours:**
  - We encourage you to check our web site first
  - Our nurse will continue to be available M-F from 8:30am until 5:00pm to return your calls regarding routine questions and help decide if an office visit is necessary.
  - **Prescription refills** are done M-F from 8:30am until 5:00pm with a 24 hour turnaround time. Messages can be left after hours by pressing option 3 and will be heard the following business day. There will be a \$15.00\* charge for any refill requests made after hours directly to the physician on call.
  - For most pediatric illnesses home care advice or an office visit is best. However, there are certain situations (for example, pink eye) where it may be medically appropriate for us to offer to **call in a prescription rather than require an office visit.** In an effort to save you time and money, when medically appropriate, we will continue to offer this service, both during regular hours and after hours for a fee of \$15.00\*. You always have the option of, and are welcome to make an appointment instead.
  - Some patients, with concerns about less urgent or ongoing issues, ask for a **phone consult with one of the providers** instead of for an office visit. At times this is medically appropriate and as a convenience to you we will continue to offer this service at your request, for a fee\* based on the duration of the call. You will always be given the option of an office visit.
- **After Hours Calls/Physician Availability:**
  - **BIG CHANGE:** We will no longer be contracted with the Children's Healthcare of Atlanta Call Center Nurse Advice Line after August 1, 2009.
  - See accompanying letter for details regarding this change.
  - Bottom line: Instead of passing along to you the new charges the call center began charging us for each call you make to them, we decided it would be a more valuable service to have a physician directly available after hours for your urgent and emergent needs.
  - We have made many resources available for your routine questions, including the new web site and the free nurse lines available from most insurance companies.
  - There will be a \$15.00\* charge after 9pm on weeknights and after 2pm on Saturdays through Monday morning for this direct physician service. Again, other options are available and the fee is waived if the call is related to a visit within the previous 7 days or results in an office visit within the next 24 hours.
- **Forms:** 3231 immunization forms will be given every time shots are updated, and camp, school, and other forms will continue to be completed at no charge if they are brought to an appointment. Any replacement 3231 forms, or forms requested outside of an appointment time will incur a \$10.00\* administrative fee, payable before the form is released.
- **Medical Records:** Please use the request form when needed. Administrative charges\* begin at \$15.00 and are based on the number of pages in the requested record.
- As a reminder **copays** are due at the time of service. 50% of all coinsurance and deductible amounts are also due at the time of service, with the remainder due after the insurance claim is processed.

\*For most insurance plans these are not covered benefits. You will be billed directly and can file a claim to your insurance company, if desired.