The CHILDREN'S HEALTH PLACE

Practice Policy Disclosure

Billing Policy

Our staff will do their best to assist you with your insurance questions; however if you have questions about your coverage, it is best to check with your specific insurance company prior to your visit. It is your responsibility to:

- Know the limits and coverage of your health insurance policy
- Know if our practice/providers are In-network with your insurance plan
- Have your cards available to us at each visit
- Be prepared to pay applicable copays at the time of visit
- Our office does not want you to be surprised by a bill, but we must always bill your health plan based on federal guidelines and the actual services provided during the visit.
- For questions regarding a billing statement please call our office during business hours at 970-356-2600.

No Show Policy

We recognize your schedules are busy and you are juggling many things and appointments can get forgotten. We also understand emergencies happen, cars break down, time off from work doesn't get approved, and sometimes appointments need to be canceled at the last minute. We try to be as flexible with you as we can, however please recognize that missed appointments represent a cost to us and to other patients who could have been seen in the time set aside for you.

- We ask that you give us 24 hours notice for any cancellations or rescheduled appointments
- All families receive **3 No-shows per year, per family**. Each No-Show expires one year from the date it incurred. If a family receives 3 No-Shows in one year, the family will be dismissed from the practice.
- We will apply a No-Show if: you do not arrive at your scheduled appointment, cancel your appointment with less than 24 hours notice, or arrive more than 10 minutes late to your appointment and the appointment has to be rescheduled to another day.
- New patients who No-Show their first appointment will be dismissed from the practice.

If for any reason you feel you received a No-Show by mistake, please give us a call. We are committed to your child's care and want to remain flexible as we can, while still respecting everyone's time.

Late Policy

Late patients cause delays for every patient that follows them on that provider's schedule. In any instance of you being late, please always call ahead of time. This will help us prepare for a late arrival and we will be able to let you know if your child will still be seen or if we will need to reschedule. In some instances, we can accommodate you at a later time in the day or with another provider.

- If you are more than 10 minutes late and the appointment must be rescheduled to another day, you will receive a No-Show for the appointment.
- If you arrive more than 10 minutes late to a Sick appointment, we will attempt to move your appointment to a later time slot or there may be a long wait. If we cannot accommodate you in the schedule and we have to reschedule your appointment, you will receive a No Show for the day's appointment.

Walk-In Policy

We do not accept walk-in appointments for well check appointments or new patients.
If your child is sick, we ask that you call our office first, we typically maintain 4-5 same-day visits for our current patients for sick and urgent visits. If you arrive at the office for a walk-in appointment, we will not turn you away, however we will try to schedule the patient at the next available appointment, which may include a long wait or we may ask that you return at a later time in the day.

Add-On Patient Policy

Please do not ask to have your other children be seen during a sibling's appointment. If you have additional concerns about another child, please call ahead and ask if there is additional time on the schedule for the child to be added. We may not be able to accommodate an additional child at the same time, but we may be able to reschedule the appointment to an earlier or later time slot that can accommodate both children. Otherwise we would ask that you schedule two separate appointments.

Doctor Hopping

The Children's Health Place is a pediatric medical home and we are here to cater to you and your child's medical needs. We know your child and their medical history best. We understand that a visit to Urgent Care or the Emergency Department are sometimes necessary and we ask that you let us know as soon as possible if your child visits either of these places so we can follow up and request their medical records. However, what we don't like to see is patients visiting other pediatric or family practices for well checks or sick visits. This is a dangerous habit we call 'doctor hopping', and can have some negative consequences to your child's health. If while going to another doctor's office, your child is prescribed medications or has a new medical diagnosis, we won't have a record of that, which can affect the medications or treatments we prescribe. If we receive notification that your child is being seen at another doctor's office, we will assume our services are no longer required and your family will be dismissed from the practice.

Respectful Behavior Policy

Our policy is to treat everyone who enters or calls our office with the same kindness and respect we would like to receive ourselves. We understand that you may not agree with our policies at all times, or an upsetting situation may occur. In those situations we ask that you maintain professionalism and speak to us in a respectful manner. We have a zero tolerance policy for parents, guardians, and patients who use curse words, threatening and/or vulgar language with our staff. If this occurs, your family will be dismissed from the practice. We also ask that you do not smoke, vape, use e-cigarettes, or consume drugs or alcohol while on our premises or in exam rooms. Participating in these activities could result in your appointment being canceled or being dismissed from our practice.

This acknowledges I have read and understand these policies. If I had questions about any of these policies, they have been answered.

Parent or Guardian Printed Name:_____

Parent or Guardian Signature:_____ Today's Date:_____