

Patient Policies

Missed Patient Appointments

Our office will do its best to make reminder calls and text messages 7 days and twenty-four (24) hours prior to your scheduled appointment. If you are unable to make your scheduled appointment, you must call and cancel that appointment at least twenty-four (24) hours in advance of your appointment. If your appointment is on Monday, you may leave a message. If appropriate notification is not given, or you do not show up for your appointment, you may be charged a fee.

Forms

Forms for physicals, daycare, simple school forms, work permits, medication, etc. when presented at the time of your child's appointment the provider will complete and sign without a charge. If presented later outside of an appointment, there may be a \$25 charge. For FMLA forms, a \$25 will always be charged. Please allow up to five (5) working days for these forms.

Prescription refill

Please allow forty-eight (48) business hours (i.e. not Saturday, Sunday or holidays) when calling for a prescription refill.

Insurance Information

At each appointment, you will be asked to verify your insurance information and effective date. Please make sure you bring your child's up to date insurance card to each appointment. If your insurance is no longer in effect, you will be responsible for the visit charge.

Non-emergent after hour calls

Our office provides after hour coverage for emergent sick calls that cannot wait until the next business day. Please leave a reliable phone number where you can be reached, so your child may receive immediate care.

Patient Portal Access:

The practice offers secure viewing and communication as a service to patients who wish to view parts of their records and communicate with our staff and physicians. Secure messaging can be a valuable communications tool but has certain risks. In order to manage these risks, we need to impose some conditions of participation.

Children's Community Practices

An Affiliate of Nationwide Children's Hospital

How the Secure Patient Portal Works

A secure web portal is a kind of webpage that uses encryption to keep unauthorized persons from reading communications, information, or attachments. Someone who knows the right password or pass-phrase to log in to the portal site can only read secure messages and information. Because the connection channel between your computer and the Web site uses secure sockets layer technology you can read or view information on your computer, but it is still encrypted in transmission between the Web site and your computer.

Protecting Your Private Health Information and Risks

This method of communication and viewing prevents unauthorized parties from being able to access or read messages while they are in transmission. No transmission system is perfect, and we will do our best to maintain electronic security. However, keeping messages secure depends on two additional factors: the secure message must reach the correct email address, and only the correct individual (or someone authorized by that individual) must be able to get access to it.

1. Please make sure we have your correct email address and inform us if it ever changes.
2. Also, keep track of who has access to your email account so that only you, or someone you authorize, can see the messages you receive from us.

If you pick up secure messages from a web site, you need to keep unauthorized individuals from learning your password. If you think someone has learned your password, you should promptly go to the web site and change it.

You may receive bills from Nationwide Children's Hospital for services received by Children's Community Practices.