

# HANOVER PEDIATRIC ASSOCIATES, P.C.

## IMPORTANT GUIDELINES FOR PATIENTS

### APPOINTMENTS:

- Appointments must be made in advance. This applies to siblings also. We make every effort to maintain a schedule and appreciate your cooperation.
- Please call if you are going to be late for an appointment.
- Cancellations require 24 hour advance notice. If you are canceling an after hours appointment, please contact the physician on-call via the pager. Instructions for this are on our after-hours recording.
- If you fail to keep a scheduled appointment and do not notify the office in advance, your account will be assessed a \$25.00 "NO SHOW" fee. This fee will not be billed to your insurance carrier. You will be responsible for the fee.
- Non-emergency walk-ins will be asked to return at a scheduled time.
- All co-payments are required at the time services are rendered regardless of the party bringing the child in for treatment. Payment is expected at the time services are rendered for all self-pay patients.
- If at your designated appointment time you have waited more than 30 minutes, please inform the front desk.
- If you are more than 15 minutes late for an appointment you may be asked to reschedule your appointment.
- After hours appointments will be charged a \$40.00 fee. After hours is defined as after 8:00PM on Monday, Tuesday and Wednesday. After 6:00 PM on Thursday and Friday, after 12:00 noon on Saturday and Sunday and any Holiday.

### HMO MEMBERS:

- Please bring your identification card with you and present it at the check-in desk.
- All co-payments must be made at the time of the visit. Co-pays are usually listed on your identification card.
- **Never** visit a specialist without a prior written referral from our office. HMO policies **DO NOT** allow us to issue referrals retroactively. As your primary care physician, you must be seen here first and if warranted you will be referred to a specialist that participates with your HMO.
- If you are referred to a specialist and he requests lab work, X-rays or other tests, you may need to obtain an authorization from this office first. Please contact our office to verify the need for a referral. If the specific procedures requested by the specialist are not indicated on your referral, have the specialist contact this office before performing any additional procedures.
- You should see the specialist for follow-up visits unless indicated on the referral form.
- Referrals expire 90 days from their issue date.

**HMO MEMBERS AND EMERGENCIES:**

- It is important that you contact us for all of your medical care. If you have an urgent problem, call the office at 632-3911. We will usually be able to advise you and therefore avoid an unnecessary emergency room visit.
- In the case of a true emergency (refer to your member handbook for information) you may want to go directly to the nearest emergency room and request that the hospital staff contact our office as soon as possible.
- Your HMO requires that you contact them and our office within 24 hours of any emergency room visit. The phone number should be listed on your identification card.
- All follow-up care after an emergency room visit must be coordinated through this office. Do not return to the physicians you saw while in the emergency room.