

Office Policies

We have instituted these policies to help provide the best possible care to all patients. Please read the policies carefully as they will be enforced as listed. We appreciate your cooperation and understanding.

Appointments and Arrival

- 1) New Patients must arrive **30 minutes** prior to their scheduled appointment to complete all necessary paperwork. Patients arriving **15 minutes past** the scheduled appointment time **may need to be rescheduled**. We will attempt to work late arrivals back into the schedule, but cannot guarantee another time slot will be available.
- 2) Children under the age of 18 **must** be accompanied by a parent or legal guardian. A photo ID will be required from all individuals accompanying a patient to an appointment. If a person other than the parent or guardian is being authorized to accompany the patient to the appointment, we must have written consent from the parent or guardian before the appointment can proceed. If custody arrangements are in place, those legal documents must be provided to our office.
- 3) **24 hour notice is required for canceling or rescheduling an appointment**. Any appointment canceled/rescheduled on the same day as the appointment will be considered a no-show. The practice has the right to dismiss a patient after 3 no-shows.

Referrals, Medical Records, Questions and Prescriptions

- 1) Although all services will be filed with your insurance, it is **your responsibility to obtain a referral** if one is required by your insurance to see a specialist. If your insurance denies the claim because a referral was not presented at the time of the appointment, **you will be responsible for the bill**.
- 2) All FMLA forms, school forms, camp forms, and special letters **will be completed for a fee**. Payment of the fee is due prior to the form being completed. A fee will not be charged for completed forms that only require a signature. Please allow **2 weeks** to process all forms.
- 3) Requests for medical records must be submitted on a medical records release form. Please allow **30 days** for records to be processed. Patients are entitled to one free copy per year. There is a charge of \$1/page if an additional copy is requested.
- 4) All non-urgent questions regarding your child's treatment, routine insulin adjustments, laboratory results, patient appointments and prescription refills will be handled **Monday-Friday from 8:00 am - 5:00 pm**. If you reach our voicemail please listen to the prompts and leave a message on the appropriate line. Your call will be returned as soon as possible. For urgent medical matters after hours please contact the Kosair Children's Hospital operator at (502) 629-6000 and the physician on call will be paged. Please do not contact the on-call physician during normal business hours. For life threatening emergencies call 911 immediately or proceed to Kosair Children's Hospital ER downtown.
- 5) Prescription refill requests and prior authorization requests will be processed through your pharmacy. Please make sure your pharmacy has sent our office notification of the request. Please allow **7 business days** to process all refills. Prior authorizations may take longer based on your insurance company. Requests received after 4:00 pm or on the weekends will be processed on the **next business day**. You must keep regularly scheduled appointments to receive prescriptions. **We are unable to renew prescriptions for patients not seen for a period of one year.**

Billing Matters

- 1) **Co-payments for office visits are due at the time of the appointment**. For your convenience we accept cash, checks, and credit cards. For your convenience you can also pay a balance for any UofL Physicians' practice in our office.
- 2) Co-payments, and services not covered by insurance or Medicaid are the full responsibility of the patient. **Please call our central billing office at (502) 588-3300 if you have billing and payment questions.**