

# OFFICE POLICIES

PEMC of Florida, LLC



Dear Families and Patients,

Welcome to **Pediatric Endocrine and Metabolic Center of Florida**, Your Kids Endo! Thank you for choosing to establish care with us. We strive to provide you with the best care possible. Please be aware that we have the following office policies.

## **COVID-19 safety protocol:**

We care for the health and safety of our patients, families, and staff. Therefore, **everyone is required to wear a protective face covering or mask at all times** inside our office. Masks must not have breathing valves or mesh-like cloth. Children under the age two (2) are not required to wear a mask. If you do not have a mask, we can reschedule your appointment to a later date. PEMC of Florida, LLC reserves the right to refuse service or admit any individual that does not comply with this safety protocol.

Due to limited space and for everyone's safety, we are allowing **only one parent per patient**. Parents are encouraged to "Facetime" or teleconference each other or with family members during the appointment. Additional visitors must wait outside the office.

## **How to reach your doctor's office:**

The office telephones are open from 8:30 am to 12:00 pm and from 1:00 to 4:30 pm, Monday through Friday. Patients may leave voice mail over the weekend and outside of regular business hours. Please listen to the complete phone menu before making your selection. Our staff will promptly respond to all messages left on our voicemail within the next 48 hours or the next business day. For after hour calls, regarding matters that cannot wait for the office to reopen, please refer to our After-Hours calls policy.

## **After-hours calls:**

In case of an emergency, our doctors are available after hours by calling the office phone and selecting the on-call answering service option. This service is provided only for emergency phone calls outside of regular business hours, Monday through Friday and all day on weekends and holidays. Please refrain from using this service for anything other than an actual emergency. Emergencies include vomiting, seizures, moderate or large ketones, or low blood sugar not responding to treatment. Non-emergency calls made after hours will incur in a \$30 consultation fee.

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## **If you are late for your appointment:**

We value your time and out of respect for our patients, we work extremely hard to stay on schedule. Please call us if you do not think you will be on time for your child's visit. Often our provider is running late because a prior patient arrived late. If you are late for your appointment, this limits the amount of time our doctors will have to work with you. We have a 15-minute grace period for your appointment, but at your doctor's discretion, you may be asked to reschedule your appointment.

## **Missed/No-show appointments:**

A missed or no-show appointment not only delays your child's evaluation, but it also takes up an appointment time when another patient could be seen. As a result, our office requires 24-hour notice of a cancellation. We understand that occasionally appointments are forgotten. As a courtesy, an appointment reminder call will be made, and text message and an e-mail sent in the days prior to your scheduled visit. If you do not call to cancel your appointment a \$50 missed appointment fee may be charged. Missing three (3) or more appointments will automatically put your account under review, and you may not be able to schedule any future appointments.

## **Email policy:**

Emails are not a secure transmission. Please be aware that email communication can be intercepted in transmission or misdirected. Your use of email to communicate protected health information to us indicates you acknowledge and accept the possible risks associated with such communication. If you have privacy concerns or need to communicate sensitive information, please consider communicating by telephone, fax, or mail. For our staff to receive emails from you, we must have your email address registered into our system. Copies of these emails may be placed in your child's medical records. In an effort to protect your privacy, we encourage you to use our patient portal to communicate with our office. Please make sure you sign up for the patient portal.

## **Requests for medical records:**

Requests for medical records must be in writing, submitting a medical records request/release form. As per the Florida Rule 64B8-10.003 there is a \$1.00 per page charge for the first 25 pages. For each page in excess of 25 pages, the cost will be \$0.25. An estimate will be provided prior to copying the chart. Payment must be received before the chart is copied.

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## **Laboratory results:**

Laboratory results will be discussed at the time of your follow-up appointment. Results are not to be discussed over the phone or emails. If you do not have a follow-up appointment on schedule, please contact the office to schedule one. Telehealth or virtual appointments are available.

## **Prescription refill requests:**

Prescription and refills will only be issued to established patients of the practice. If you have not been seen at our office or if you have failed to show for your last appointment, we reserve the right to refuse to prescribe medication or to issue a time-limited prescription, to allow you to make another appointment. This is in accordance with the principles of good clinical practice.

To minimize the need for a refill request between office visits, we will make every effort to provide you with an updated prescription at your visit, and the prescription will typically have an adequate number of refills until your next appointment. If you require a prescription renewal prior to your appointment, please call your pharmacy and have the pharmacist electronically request a prescription refill. Alternatively, please call our office and follow the phone options to leave a message on our prescription line. Please note that you must have a scheduled upcoming appointment with us for our staff to renew your request. We will make every effort to refill prescriptions within two (2) business days. No prescriptions will be filled after hours or on weekends. If there are extenuating circumstances and your pharmacy requires a prescription after hours, your pharmacist will need to call the on-call answering service and a \$35 processing fee will be charged.

Medications, supplies, devices, diagnostic imaging, and procedures such as growth hormone, supprelin, lupron, triptodur, testosterone injections, CGMs, insulin pumps, MRIs, ultrasounds, X-rays, stimulation tests and other DI/procedures and medications/supplies/devices may require a prior authorization. Knowing your insurance preferred specialty pharmacy will help us help you obtain this authorization. Remember to have bloodwork and images done that may be required for the authorization. Prior authorizations are not immediate and might take several days to obtain.

## **Patient, medical and camp forms:**

We can assist you with yours or child's forms. Sports physicals should be completed with your child's primary care physician. We are happy to review and sign forms related to your child's endocrine condition. We request that you complete, as much as possible, any forms that you are requesting to be completed and signed, prior to your visit. The form(s) will be reviewed and, if appropriate, completed at your appointment. Forms that are not filled, faxed, or mailed to us may require up to 7 business days to be processed and returned to you.

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## Patient Financial Responsibilities:

The patient (or guarantor) is ultimately responsible for the payment for treatment and care. We will bill your insurance for you. However, the patient is required to provide the most correct and updated information regarding insurance.

Patients are responsible for payment of co-pays, co-insurance, deductibles and all other procedures or treatments not covered by their insurance plan. Co-pays are due at the time of service. Co-insurance, deductibles and non-covered items are due 30 days from receipt of billing.

Patients may incur, and are responsible for payment of additional charges, if applicable. These charges may include:

<b>Charge</b>	<b>Fee</b>
No show appointment	\$50.00 per visit
After-hours prescriptions	\$35.00 per prescription
After-hours Non-emergency call	\$30.00 per call
Returned check	\$30.00 per check
Medical Records	\$1.00 per page for the first 25 pages; \$0.25 for each page in excess of 25 pages

We respect patient confidentiality and PEMC of Florida, LLC will only release personal health information about you in accordance with the State and federal law. The patient (or guarantor) shall authorize PEMC of Florida, LLC to release medical and other information acquired in the course of the examination and/or treatment to the necessary insurance companies, third party payors, and/or other physicians or healthcare entities required to participate in patient care.