



921 East Main St., Suite B
Purcellville, VA 20132
Phone: 540-338-3320
Fax: 540-338-2280
www.purcellvillepediatrics.com

Office Policies and Procedures

Welcome to Purcellville Pediatrics! Thank you for choosing us to partner with you to raise healthy, happy children. In order to run a timely and efficient office and meet the needs of all our families, we have adopted the following office policies and procedures.

Appointments

All patients will be seen by appointment only. Patients arriving in the office without a scheduled appointment will be seen at the next open appointment time unless the physician determines it is an emergency. Appointments are scheduled as well-child visits (this includes school, sports, and camp physicals), acute illness visits (earache, sore throat, cough, etc.), and extended visits (frequent headaches, recurrent abdominal pain, developmental concerns, ADHD evaluation, etc.). When scheduling your appointment, please provide the receptionist with as accurate a description of your child's issue as possible so that adequate time can be allotted to address your concerns. If your child is scheduled for a well-child visit but is ill, please let the receptionist know at check-in so that it can be determined whether to proceed with the check-up or change to a sick visit.

Missed Appointments, Late Arrivals, and Cancellations

Please provide at least 24-hours notice if you must cancel a well-child visit. If you are running late for an appointment, please call ahead to let us know. If you are more than 15 minutes late for a well-child appointment, you may be asked to reschedule. If you are more than 30 minutes late for a sick visit, your appointment will be rescheduled for the next open appointment time. If you fail to keep a scheduled appointment and do not call to notify us, you will be charged \$75 for well-child and extended visits and \$35 for all other visits.

Paperless Office

We do not have any paper charts at all in our office! We are using state-of-the-art technology (Electronic Medical Records system) to ensure the best care is available to our patients. All patient information is held in a password-protected computer network with backup potential. Employees in the practice have a unique password that allows them access to only the required information needed to do their job. This will ensure your privacy and your medical information is not open for review by everyone. For more information about our privacy practices, please see our privacy policy brochure.

Forms

The standard Virginia school form and Virginia High School Sports Clearance forms are part of our electronic medical record. You may request a copy of either or a copy of your child's immunization record at no charge. A \$10 fee will be charged to complete all other forms.

Financial Policies

To ensure accuracy when billing your insurance company, we must have a current copy of your insurance card on file. We must be notified of any changes in your insurance coverage and have the insurance verified before seeing the physician. If you do change insurance carriers, please call the office prior to coming in for your appointment so that we may verify your insurance ahead of time. New babies must be added to your insurance policy within thirty (30) days after the baby is born.

If we are unable to verify your insurance benefits, you will be required to pay in full at the time of service. **It is your responsibility to know your insurance benefits.** All insurance co-pays and percentages are due on the day of the visit. For your convenience, we accept cash, personal checks, VISA, and MasterCard. All returned checks will be assessed a \$30 returned check fee. After two returned checks, we will no longer accept personal checks on your account.

If your insurance company has not responded within ninety (90) days from the date the claim was filed, you will be responsible for payment of the bill. In the event the insurance company pays after you have paid, you may request a refund. Even though our office has a contract with your insurance company, it is still your responsibility to see that any charges submitted to the insurance carrier are paid in a timely manner. It truly helps when the policyholder gets involved. Therefore, we may ask you to contact them if there is a problem getting the bill paid.