



Policies At A Glance

- **First Appointment:** Please arrive for your first appointment **at least 30 minutes** ahead of the scheduled time. Bring your child's vaccination records, and complete new patient forms that you will receive by text prior to your child's appointment.
- **Scheduling an Appointment:** You may request an appointment by TEXTing **#APPT to (703) 481-8600**, or by calling your Home Office. Please note that each child who needs to be seen **MUST** have an appointment.
- **Canceling Appointments:** Please give us at least **24 hour notice** if your child is unable to keep his/her appointment, to avoid incurring a charge. After the **2nd no show**, patients can be dismissed from the practice.
- **Complete your online registration BEFORE arriving at the office**, to help us care for your child promptly and efficiently.
- **Arriving for your Child's Appointment:** Please arrive **15 minutes** ahead of your scheduled time. You will need to bring your child's current insurance card to each appointment. Please be prepared to pay any co-pays or your bill in full, once services have been rendered. **TPG strives to keep all of our appointments on time. If you arrive for your child's appointment more than 15 minutes late, it is possible that they may be re-scheduled for the next available appointment.**
- **Nursing Advice/Scheduling Sick Child Visits:** TPG Pediatrics offers nursing advice **7:30 AM to 5 PM**, Monday through Friday in all offices. Our nurses are specialized in pediatrics. They may suggest home care or schedule your child for a Same Day Sick Appointment to be seen as soon as possible.
- **After Hours Care:** Any time that our offices are closed, we have an **After Hours Pediatric Triage Nurse Service**, supported by one of our on-call doctors for URGENT QUESTIONS that cannot wait until the morning. The on-call physician is unable to refill routine medications, call in antibiotics or schedule appointments.
- **After Hours Charge:** If you have an URGENT question, you can call your HOME OFFICE after hours, and a Pediatric Triage Nurse supported by one of our On Call doctors will assist you at **no charge**.

- **Evening, Weekend and Holiday TELEMEDICINE** appointments are available with our partners at **Hello Pediatrics**. The visit notes will be made in your child's TPG medical records, and a TPG provider will offer follow up care. **Call (855) 502-9899 or call your Home Office and select the TELEMEDICINE Option to reach Hello Pediatrics**
- **Insurance and Billing Questions: Trusted Doctors Billing Specialists** will be happy to assist you Monday through Friday, 8:30 AM - 4:30 PM. Simply call **(703) 322-0245**.
- If you prefer, you can **leave a detailed voicemail or an email** for our TPG Patient Accounts Team. Please allow 24 - 48 hours for a return call or email. **(571) 378-7129** patient.accounts@tpgadmin.com
- **Forms, including School Forms:** As with prescription refills, there is a **3 - 5 day turnaround time**. This enables the staff to ensure that the child has a current physical, and gives the provider adequate time for chart review. Forms filled out, other than those at regular check ups, may result in a charge.
- **Prescription Refills:** With the exception of certain rescue medications for asthma, we have a **3 - 5 day turnaround time** for prescription refills. This enables the staff to request the prescription from the provider, and allows the provider adequate time for chart review.

Children on ADD & ADHD medications MAY NOT have a prescription refilled for stimulant medications unless they have been seen by their regular provider within 6 months.

We encourage parents of children with this requirement to **schedule their child's 6 month follow up visit before leaving the office.** This will ensure an appointment at the correct interval, and avoid any interruption in medications.

For monthly medication refills, please call when you have 1 week's worth of medication left. Medication refills may also be requested using your Patient Portal.

- **Medical Records Requests:** A summary of your child's medical records can be accessed and printed from your Patient Portal. If you request that we provide a copy of your child's medical records, you will need to fill out our practice's **Consent to Release form**. One form must be completed for **EACH CHILD's** medical records. Please return the completed form(s) and medical record copying fee (**\$25 for one chart, or \$35 for more than one chart**) to your child's home office. NOTE: ****Under Virginia State Law, we have up to 10 business days to copy the requested medical record(s). If your child is 18 years or older, the patient must sign the Consent to***

Release form to request their own medical records. Medical records can be mailed or picked up by the person requesting them.

- **Vaccination Policy:** The medical providers of TPG firmly believe that vaccinating children and young adults may be the single most important health promoting intervention we perform as health care professionals, and that you can perform as parents/caregivers. The recommended vaccines and their schedule to be given are the results of years of scientific study and data gathering from millions of children, by thousands of our brightest scientists and physicians.

If you have questions, please discuss these with your healthcare provider in advance of your visit. Please be advised, however, that delaying or “breaking up the vaccines” to give one or two at a time can put your child at risk for serious illness (or even death) and goes against our medical advice as providers at The Pediatric Group, PC. *Please see our full Vaccine Policy Statement on our practice website at

<https://www.tpg-pc.com/getattachment/bf34d2be-109a-4444-950c-222b90f7cdd0/2020-Vaccine-Policy.aspx>

TPG Photographing & Videotaping Policy:

- Staff and medical providers retain the right NOT to be videotaped or photographed.

Please do not videotape or photograph them without their permission

- If asked to turn off a video camera, please do so immediately.
- Videotaping or photographing medical procedures (administering of vaccinations or lab tests, etc.) IS NOT ALLOWED.
- No pictures of other patients and their families.
- No pictures in common areas (waiting rooms, hallways, etc),