Office Policy

Vaccine Policy:

Vaccine records are a requirement for all new patients. We only accept families who vaccinate their children. Unity Pediatrics, LLC passionately believes in the effectiveness of vaccines to prevent serious illnesses and save lives. We require all patients to undergo vaccination in accordance with AAP guidelines. We do **not** follow any alternative vaccination schedules, because there is no verification of the safety and efficacy of these schedules. We do not split or delay vaccines. We cannot accept the risk that unimmunized or under-immunized children pose to other children and their families in our practice and in our communities. If you sign up as a patient and change your mind regarding this vaccine policy, you will have thirty days, from making that decision, to find another physician who shares your values.

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Behavioral Etiquette:

At Unity Pediatrics, LLC we pride ourselves on a cordial and respectful environment for all present in our facility. However, we do not tolerate inappropriate behavior that does not fit that philosophy. We do not condone any rude, disruptive, or threatening behavior, whether in person, written, verbal, or via electronic communication. These behaviors include but are not limited to use of profanity, harassment, threats, physical assault, intimidation, or compromise of staff, patients, and/or physicians' personal space. This will result in immediate dismissal.

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Appointments:

Office hours are 9:00am to 5:00pm Monday to Thursday and 9:00am to 4:00pm on Fridays. Visits are by appointment only. We do NOT have walk-in hours. At times, there may be variations in the schedule, especially with inclement weather. You will receive notification of that change. We ask parents/guardians to give us at least **24**-hour **notice** of any cancellations. Missed appointments will incur a $50 fee. This includes telehealth visits and appointments rescheduled the same day. This includes telemedicine visits. Please note there are times when telemedicine visits are via phone call (i.e., audio only). The charges will undergo billing as per insurance guidelines. There may be an additional fee for appointments that occur after hours, weekends, or on federal holidays.

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Late Appointments:

If you are running late, please call the office. There is a possibility if you are more than 15 minutes past your well check appointment, you will have to reschedule. If the patient is sick or has a telemedicine visit, we will try to accommodate. Patients who arrive on time will have priority. Continuous late arrivals may result in being discharged from the practice.

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Telemedicine Appointments:

The laws that protect privacy and the confidentiality of medical information also apply to telehealth services. Any information obtained in the use of telemedicine services is only for the purpose of continuity of care. The doctors at Unity Pediatrics, LLC will not take video, audio, or photo recordings of your child(ren) during telemedicine services without your consent. I also understand that I may not record any portion of the video visit, take photographs or screenshots without the consent of the telemedicine physician. Telemedicine appointments may require a copayment as per your insurance company.

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Guidelines for telemedicine visit:

Place the patient in a well-lit room with as little distractions as possible. Obtain the child's temperature and weight. Have a flashlight handy, if needed. Make sure to have a strong Wi-Fi connection. Update pharmacy information. Telemedicine visits **will not take place when** the parent/caretaker is driving. **Initial_____**

Referrals:
If your insurance plan requires a referral for your child to see a specialist, obtain labs, or receive a radiologic study, you must allow three business days for us to complete the proper form(s) prior to obtaining the services. You may have to reschedule your child's appointment if we do not receive adequate notification. In general, we will not be able to issue a referral without an evaluation from the physician.

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Phone Calls:
Phone calls, during business hours, which require an extensive discussion about your child's medical care, may be subjected to a charge, per insurance guidelines. Physicians are available on call after business hours. Those calls are **only** for urgent matters. Please call the office for further information. For any life-threatening emergencies, please call 911 immediately. If there is an accidental poisoning or ingestion, please call Poison Control first 1-800-222-1222.

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Prescriptions:
Prescription refill requests will occur during normal business hours. We require regular medication follow ups of chronic conditions such as Asthma and ADHD every 3 months. Please allow up to three business days for completion of requests.

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School Forms:
The completion of forms will only occur if the child has had a well child check **within 1 year of form request**. The child's name and date of birth must be on the top of each page. Parent/Legal Guardians must fill out their designated sections and provide the entire form for review. We will not begin to fill out the form unless all sections, required by the Parent/Legal Guardian, are complete. **If you present a physical form at the time of the well child appointment, there will be no fee.** Payment is due at the time of form drop off. If we receive forms at any other time, there will be a charge. We cannot send these fees for payment to your insurance company. We do not send bills for forms.

FEES:
School forms: $15 (5-7 business days). Rush fee: $25(within three business days). Family: $40 (flat rate) up to three forms; four or more $10 each additional form

Medication forms: $10 each; $20 (2-3 forms); 4 or more: $ 30 flat rate **FMLA form:** $30. Rush fee $40.
Extensive/Detailed letters: $10 fee.
You may provide the school's fax number to send completed forms to the school.

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General Photography Release:
I hereby authorize Unity Pediatrics, LLC to publish photographs taken of me and/or my child(ren) on practice events, for use in the Unity Pediatrics, LLC's website, Facebook, prints, online and video-based marketing materials, as well as other Company publications. I hereby release and hold harmless Unity Pediatrics, LLC from any reasonable expectation of privacy of confidentiality associated with the images specified above. I further acknowledge that my participation is voluntary and that I will not receive financial compensation of any type associated with the taking or publication of these photographs or participation in company marketing materials or other Company publications. I acknowledge and agree that publication of said photos confers no rights of ownership or royalties whatsoever. I hereby release Unity Pediatrics LLC, its contractors, its employees, and any third parties involved in the creation or publication of marketing materials from liability for any claims by me or any third party in connection with my participation.

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Separated or Divorced Parents:

Physicians and office staff will not be involved in domestic issues or disagreements over the phone or in the office. Please make decisions about appointments and vaccinations before coming to the appointment. Only in situations where there is a confirmed and documented court order will one of the parents not have access to the minor child's electronic chart. If there is no court order on file, with our office, either parent or legal guardian can sign a medical authorization form. This will allow any named individuals to bring your child to our practice, be present during the visit, and consent to any treatment during that visit.

We will not be involved in any disputes regarding named individuals on the consent forms unless instructed by the court. Either parent or legal guardian can schedule an appointment for their child, be present for the visit and/or obtain a copy of the visit summary. It is both parents' responsibility to communicate with each other about the patients' care, office visit dates, and any other pertinent information relevant to the patient. It is not the responsibility of the physician to communicate visit information to each custodial parent separately. Our doctors will not call the non-attending parent following visits. Additionally, we will not call the other parent for consent regarding appointments scheduled and restrict either parent's involvement in the patient's care unless authorized by law. We will not tolerate appointment scheduling or canceling patterns of behavior between parents.

Furthermore, payments including copays, deductibles, coinsurance, or any additional fees charged by your insurance, are due at the time of service regardless of which parent is responsible for medical expenses. We will collect payment from the parent who brings the child to their visit. If the divorce decree requires the other parent to pay all or part of the treatment costs, it is the authorizing parent's responsibility to collect from the other parent. Any disputes about payment that end up in the collections process will require payment at the time of service or the patient cannot have an appointment. If we feel that any of the above points are becoming an issue at the office and/or compromising patient care, we have the right to discharge the family from the practice.

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Medical records:

Complete the medical authorization form to request transfer of medical records. There is no fee for transfer of records to another physician or health care facility. Fee for personal use is $0.25 cents per page for the first twenty pages and $0.50 cents per for pages 21 and over. There will be an additional charge for postage and handling. **Please note:** We will only provide records of your child's visits to Unity Pediatrics, LLC **only**. For records from outside providers or facilities, you should obtain it from them directly.

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Termination of Practice-Patient Relationship: Family dismissal:

Enforcement of this policy will happen if there is a violation of the behavioral policy, unpaid balances despite payment plan in place, refusing to pay fees owed to practice, three or more missed appointments per family, and vaccine refusal. There may be other reasons the practice, in its sole discretion, deems termination of practice-patient relationship must occur.

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