

SODDY DAISY PEDIATRICS
9089 DAYTON PIKE
SODDY DAISY TN 37379
PHONE: 423-451-0623 FAX: 423451-0624

POLICIES AND PROCEDURES

OFFICE HOURS: Mon-Fri 8:30-5:00
LUNCH: 12:00-2:00PM
CLOSED: Saturday and Sunday

Welcome to our practice and thank you for choosing us as your child's healthcare provider. We wish to advise all patients of our policies and procedures to prevent misunderstandings

- Walk in appointments are for emergencies only please call if your child is sick and we will be glad to work them in that day
- Please provide us with any previous medical records to ensure complete medical care
- At your initial visit you will be asked to complete a registration form. This form is to be updated when any changes occur to your insurance or your personal information. We will also ask that you complete a new registration form every 12 months.
- You will be asked to present your insurance card at each visit. If you do not have all the necessary information with you, you will be billed directly until you are able to provide all the required information.
- Failure to report any changes in your information may result in nonpayment from your insurance and you will be responsible for all bills
- Payment of co pays and noncovered services is expected at the time of service. If co pay is not paid at the time of service you will be billed an additional \$10.00
- As a courtesy to you we will file your insurance claim for services rendered. If for any reason the claim remains unpaid 6 months after the date of service you will be billed for the balance. It is your responsibility to collect any money that is owed to you from your insurance carrier.
- The person listed on your account is responsible for payment at the time of service. The parent or guardian will be billed for services rendered
- Our fee for returned checks is \$25.00. if two returned checks are received within any time period we request that all future payments be paid with cash or credit cards
- Our appointment times are limited, therefore we have an established fee for missed appointments our charge is 25.00. This fee cannot be billed to insurance. Please call at least 24 hours prior to the scheduled appointment time to cancel. If we have closed for the day please leave a message on the machine. If you miss 3 appointments within a twelve month period we reserve the right to dismiss the patient from our practice
- We will complete one form (head start, sports physical, green form) free of charge at the time of visit. For any additional forms there will be a \$5.00 fee. Please inform the nurse at the beginning of the visit that you need this done. Please get school or work excuses before leaving as we can no longer fax these. No school excuses will be given for appointments after 2:30 pm
- There may be times when you have an appointment for a well child checkup and your child is sick. Your child will be seen for the sick visit and the well child visit will be rescheduled. This is in accordance with federal insurance guidelines
- After hours phone calls are handled by Dr. Kaukab on an emergency basis only please do not call for appointments or medicine refills. For all nonemergency questions you may leave a message on the answering machine and it will be answered during normal business hours. If is a life threatening emergency please call 911. If it is an emergency that can not wait until normal business hours you may reach Dr. Kaukab at 423-451-0622
- No prescriptions will be called in after hours or on weekends and no antibiotics or controlled substances will be called in without seeing the doctor. All refills must be called in 24 hours in advance (no exceptions)
- Soddy Daisy pediatrics will not write prescriptions for controlled medication on the first visit we must see your previous physicians records before prescribing controlled medications
- We reserve the right to change or amend these policies at any time without notice
- Copies of medical records will be available within 3 days of written request for a \$20.00 copy fee
- Soddy Daisy Pediatrics will not call patients to inform them of normal labs, but we will be glad to provide a copy upon request.

Thank you,
The staff at Soddy Daisy Pediatrics