

Welcome to our practice! We are delighted and honored to have you with us. We will come to know each other well as we work through the process of healing your child. You, your child, and each member of our staff here at the office will be working together as a team to help you and your family along the road to recovery

We have found that good communication between our office and your family will make the very best use of the time you spend with us. Thus, we have worked very hard to streamline our communication channels, and are continuously striving for the best means of contact between our office and your family.

APPOINTMENTS

1. Initially you and your child should have an appointment every six to eight weeks. As symptoms improve, visits will be less frequent and scheduled as needed.
2. Schedule appointments three months in advance whenever possible. Remember that a scheduled appointment is easier to change than an unscheduled appointment is to create at the last minute. If you are doing lab work, schedule an appointment for 4 to 5 weeks after the blood, urine or stool specimens are sent to the laboratory for processing. Some lab tests require this amount of time to be processed and to get results sent back to us.
3. Routine ongoing lab work is usually recommended four to six months. Other lab tests will be ordered as needed by your physician.
4. Please complete a follow-up questionnaire electronically with each return visit. If you do not already have a version stored electronically on your computer, you may request that our office staff email one to you. Completing this several days before your appointment will allow you to make the most of your time with the doctors.
5. Store a blank copy of the questionnaire on your computer at home. Keep a copy of each completed form over time; this will provide you with a record of ongoing care. You will also be provided with either printed or emailed copies of your lab work and your office notes.

You will receive an email a few days prior to each appointment, reminding you of your scheduled time. Should you need to cancel or change your appointment, please give us at least 24 hours notice so we may offer your time to another patient. Failure to cancel an appointment with at least 24 hours notice may result in a \$100 broken appointment fee.

CONTACTING OUR OFFICE

1. Phone calls are currently the preferred method for contacting our office. Please listen carefully to our phone menu to ensure your call is routed to the appropriate staff member.
2. How we handle our messages. Voicemails should be clear, concise, and always include your full name, your child's full name, a return phone number, and the reason for your call.
 - Voicemails concerning acute issues will be responded to same day for messages left prior to 4:00 p.m. EST, next morning for messages left after 4:00 p.m. EST
 - Voicemails concerning routine, non-urgent issues will be responded to in no later than two to three business days
 - Voicemails concerning prescription refills will be responded to within two business days; please check directly with your pharmacy two days after requesting your refill from our office. Please plan ahead so you do not run out of prescription medications.
3. Emails to our office staff are efficient for sending follow up questionnaires, general updates that do not require responses, or asking simple questions that do not require immediate responses.
4. Emails sent directly to your physician may go unanswered for several days or weeks, so please use the telephone until the web portal secure messaging service is fully up and running.

NOTE: If you have multiple or complex questions, please schedule a 15 or 30 minute phone appointment with your physician to ensure that you have his or her full attention.
5. After Hours Medical Care: From time to time, significant medical issues, THAT CAN NOT wait until the next business day, arise necessitating a call to your physician. Please be aware that these calls are treated like daytime phone appointments and will generate a consultation fee of \$450/hour billed in 10 min increments.
6. We anticipate adding a secure portal to our web site in the near future. This will be a new, patient-friendly means of communicating with our office, and will become the preferred method of contacting us. From our web site, you will be able to select an option for "web portal". From this secure link, accessible only with your child's ID and a password we will provide you, you will be able to complete our patient follow-up forms and "return" them directly to us. This secure Web Portal will also have email/messaging functionality, prescription refills, and even appointment requests.

OBTAINING TEST RESULTS

1. Test results will be reviewed during followup appointments with your physician, and you will be provided with copies of your results to take home. If we see a result that requires immediate action, we will contact you immediately to address the issue.
2. If your consultation is being handled via telephone, we will email results to you ahead of your appointment if time allows.

INSURANCE

1. We do not accept insurance. Payment is due at the time of service, and we are happy to give you a claim form that you may file with your insurance company. If you have out of network benefits, you are very likely to be reimbursed for at least a portion of the care you receive during in-office visits. Very few insurance companies reimburse for telephone consultations.
2. If you require special documentation to obtain insurance or other benefits – i.e., special letters, prior authorizations for medications or procedures, completion of special forms – we are obliged to charge a nominal fee for these extra services, starting at \$25.