



Willow Tree Pediatrics Office Policies

Appointments

- We value the time we have set aside to see and treat your child. If you are not able to keep an appointment, we require a 24-hour notice.
- Same day cancellations/reschedules will be subject to a fee. Multiple failures to give appropriate notice may result in dismissal from Willow Tree Pediatrics.
- You will be notified of a missed (no-show) appointment and associated fee by letter.
- If you are late for your appointment (>15 minutes), we will do our best to accommodate you. However, on certain days it may be necessary to reschedule your appointment.
- Children under the age of 14 must be accompanied by an adult for all visits.

Wellness Care

- The purpose of a well visit (preventative care visit) is to review overall health, identify risks to health, and learn how to keep your child healthy.
- Wellness care is an essential part of keeping your child healthy and regular check-ups are required by Willow Tree Pediatrics.
- Patients who do not have preventative coverage can receive this service at a discounted rate if paid at the time of service.
- New patients will not be scheduled for well child check-ups before Willow Tree Pediatrics has received records from the child's previous provider.
- Newborns must bring records or have records faxed from the hospital for the first appointment.
- If you schedule a preventative care visit and ask the doctor about specific problems, concerns, illness, or prescriptions a diagnostic visit by the provider may be required and will be billed to your insurance, if necessary. Your insurance may charge you a copay or deductible for the visit.
- If you schedule a preventative care visit and your child is acutely sick requiring treatment, a diagnostic visit by the provider is required and will be billed to your insurance. Your insurance may charge you a copay or deductible for the visit.



Referrals

- Advance notice is needed to initiate all non-emergency referrals, typically 2 business days.
- Referral appointment scheduling may take up to two weeks for completion.
- It is your responsibility to know if a selected specialist participates with your insurance.

Forms

- There is no charge for a certificate of immunization given at the time of your child's visit.
- There is no charge for 1-2 page physical or medication forms presented at the time of your child's visit.
- Any additional forms are subject to a \$7.00 flat fee plus \$3.00 per page. We require a 72-hour turnaround time.
- FMLA paperwork is subject to a \$15 fee that must be paid prior to completion of forms.

Medical Records

- Copying of medical records is available with a \$5.00 flat fee plus \$1.00 for pages 1-25 and \$0.50 for pages 26 and over. Must allow 15 days for the records to be prepared.
- We provide copies of records of your child's visits with Willow Tree Pediatrics only. All records for outside facilities or providers should be obtained from them directly.

Prescription Refills

- For medication refills, we require a 48-hour notice, during regular business hours. Please plan accordingly.

By signing this form, I agree that I have read and understand the office policies listed above. I agree to comply and accept the responsibility for any payment that becomes due as outlined in this document.

Patient Name: _____ DOB: _____

Parent/ Guardian Signature: _____ Date: _____