

## **INTRODUCTION**

Thank You for choosing Bayside Pediatrics. We welcome your family and appreciate the opportunity to provide your child/children with medical care. This information is designed to answer any questions about medical treatment and the operation of our office. It is important for you to know about our practice, policies and procedures. If you have any questions, do not hesitate to ask. We want to help all that we can.

Our pediatricians practice the specialty of medical science concerned with the physical, emotional, and social health of children from birth to young adulthood. Pediatric care encompasses a broad spectrum of health services ranging from preventive health care to the diagnosis and treatment of acute and chronic diseases.

## **OFFICE LOCATION & HOURS**

**6801 Sheldon Rd.  
Tampa, FL 33615**

**Phone: (813) 885-1770  
Fax: (813) 353-0861**

**Monday-Friday    7:30am - 4:30pm    (By Appointment Only)  
Saturdays            9:00am - 1:00pm    (Walk-In Urgent Care Only)**

## **APPOINTMENTS**

Appointment availability may vary upon which day or which physician you are scheduling with. Occasionally, there may be unforeseen delays and we request your understanding should this occur. We strive to provide equal care to all patients. Please keep in mind, each visit we must verify your insurance and update our system before your child/children are seen. We recommend that you arrive 10 minutes prior to your appointment as we do reserve the right to reschedule if you are late. Please do not walk in without an appointment, always call first as we will do our best to accommodate you the same day depending on the urgency of the situation. Also, please call ahead if you would like another child to be seen as well. Not always will we be able to accommodate this but we will certainly do what we can. We do not always have available openings and walking in without an appointment will cause further delays in the schedule and a longer wait time for you and other families. If you are unable to keep your appointment, please notify the office at least 24 hours in advance so that we may offer that time to another patient. There may be a \$25.00 "no show" fee for any missed appointments. Unfortunately, after 3 "no shows" within a 6 month period, we will discharge your family from the practice.

## **TELEPHONE CALLS**

Phone calls for appointments are to be made during the scheduled office hours only. We respectfully request your understanding and cooperation concerning other phone calls. We want you to feel free to consult with our office. In many matters, the clerical staff will be able to assist you. In other instances, please feel free to leave a message for the doctor. Someone will return your call at the earliest opportunity. The best time for you to call the office is in the morning; try not to wait until the end of the day to call. It is very helpful if you can tell the receptionist what you need or why you're calling so that she can have your chart, test results, etc. available for the doctor or nurse when they return your call. When you call, please have your child's temperature, pharmacy phone number & address, name of any medications your child is taking and a pen and paper for any instructions. This helps save your time as well as ours. If you have questions for the doctor, the nurse may be able to assist you. If not, the message will be given to the doctor and he or she will return calls throughout the day or at the end of the day, depending on urgency. After hours, between 4:30pm-7:30am, our answering service receives all phones calls. This service is for emergencies or acute problems that cannot wait until regular office hours. Please do not call to make or cancel and appointments, or request refills on prescriptions to our answering service. If you have a true life threatening emergency please go to the nearest hospital emergency room.

**PAYMENT POLICIES/FEES**

It is our policy that all charges are paid at the time of visit. We accept cash, check, Visa, MasterCard and Discover. We do not accept out of state checks and all parents and/or guardians will be asked for a copy of their driver's license or state identification card. Any returned check is subject to a fee determined by Elavon. Any outstanding balances on your account are due immediately, please mail or deliver the amount due to the office as soon as possible. Any unpaid balance will incur a billing fee. All balances that remain unpaid after sixty days from the date of service will be subject to collection by our collection agency and possible dismissal from the practice. We feel that 60 days, at no interest, is a generous grace period to await payment. If you have billing questions, please do not hesitate to contact our billing department. **Communication is the most important tool to prevent misunderstanding or collection action.**

**YOUR INSURANCE**

Medical insurance is for the protection against the cost of medical care. Your insurance policy is a contract between you and the insurance company. There are literally thousands of different insurance programs in existence. Some insurance companies offer multiple plans with varying benefits and restrictions. It is impossible for us to be familiar with all the programs. It is your responsibility to know where your insurance will allow you to go to receive medical services and what they will or will not cover. If you have an HMO or a plan that requires an assigned primary care physician (PCP), it is your responsibility to make sure we are the assigned group or doctor. It is also your responsibility to make sure that your children are eligible for benefits when you come in for your visit. You should verify this important information with your insurance company before your visit. If there is a problem with your insurance, you must fix this from home. If you have a change in your insurance status please notify the office immediately. If we find that your child/children are not assigned to us or are ineligible, you will be responsible for payment in full, at the time of service or we may be unable to see your child/children. Your co-pay is due before services are rendered. If we have elected to accept your insurance, we will submit your claim to your insurance company. However, this does not guarantee that your insurance company will pay your claim and does not relieve you of responsibility for payment. Any balance that remains unpaid by your insurance company will be forwarded to you via monthly statement for payment. If the doctor refers you to a specialist or orders any diagnostic testing and your insurance requires an authorization, you must give our referral coordinator at least five (5) business days notice before the scheduled appointment. If this notice is not received and the visit is not a true emergency then we reserve the right to deny authorization. We will ask you to reschedule the appointment allowing sufficient time to do the referral or authorization.

**NEWBORN PARENTS/GUARDIANS**

It is extremely important to add your child to your insurance policy immediately. Claims are submitted upon receipt or services while in the hospital and in our office. If your insurance does not have your child's information, they will deny your claims and you will be responsible for the payment in full. Most insurance companies will only allow a brief period of time for you to enroll your child onto the plan. If this is not done within the time-period they specify, again they will not pay for the services that your child has received. If we cannot verify coverage, and you wish to be seen, you will be responsible for payment in full at the time services are rendered. If your child is covered by Medicaid or a Medicaid HMO, you must have your child's Medicaid number, gold card or a Temporary Medicaid sheet from the Department of Children and Families. Please note the temporary paper must have the department's logo on it and the dates must be for the period in which the child is being seen. If you have not applied for your newborn's Medicaid, then you (the mother) must bring in your Medicaid card and we will verify your eligibility from the date of birth of the child. As long as your Medicaid is active, we will see your child for the first visit under your benefits.

**GENERAL OFFICE POLICIES**

- **No food & drinks are allowed in the office.**
- **Children must remain with an adult at all times.**
- **Telephones are for office staff use, we will allow you to call for transportation only.**
- **Read all office signs, they are subject to change at any time.**
- **Inappropriate behavior or language is not tolerated while in the office or on the phone, you will be asked to leave and discharged from our practice.**