

Bridgespan Medicine

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White Plains, New York 10604

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Affiliated With

Boston Children's Health Physicians

OFFICE POLICY FOR NEW PATIENTS

Welcome to Bridgespan Medicine. We hope this document will help clarify our office procedures, and answer many commonly asked questions. It is our belief that communication is essential to establishing a good rapport with our patients. If a problem arises, please let us know because there is no way to correct it if we are not aware of it. **You should feel free to contact us during regular business hours, which are 9:00am to 5:00pm., Monday through Friday.**

APPOINTMENTS

Please call to schedule routine office visits well in advance so that you may choose a time that is convenient. Be aware that if you call one to two days ahead of time, you may not be given an appointment that is as convenient as you might wish. Obviously if your child is ill, call and you'll be given an appointment on the same day. There are times of the year when there are many sick children and the office will become quite busy. We ask that you understand that a delay for routine appointments may occur based upon emergency visits and that we try to prioritize those emergencies. There will be a 24 hour notification policy for canceled 'Well' appointments. **If appointments are missed without cancellation, you will be responsible for a \$40.00 cancellation fee.** We have two entrances for the office. As you exit the elevator you will find the '**Well Child Entrance**' to the right and the '**Sick Child Entrance**' to the left. We have separate waiting areas for each.

MEDICAL RECORDS

In order to render appropriate medical care a complete medical record is essential. If you have been seen in another pediatric office, we will need to obtain a copy of your child's record of treatment. Please fill it out and hand it to the front desk staff or deliver it to your prior pediatrician so you can bring your chart prior to your initial visit. There are federal regulations regarding the privacy of your medical record. This HIPPA {Health Insurance Portability and Accountability Act} law requires that we tell you what can and cannot be done with your medical information. There will be a HIPPA release form that you will need to sign when you come to our office for the first time. This is not a permission form. It is simply an acknowledgment that we have given you a copy of the HIPPA regulations. You can always obtain a copy of your records. Please let us know when you will need them as far ahead of time as possible and we will do our best to have them ready for you. There are many daycare, school, and camp forms that will need to be completed throughout each year. Due to rising administrative costs, you will be charged a \$10.00 fee to prepare any or all of these forms that arise within the year.

INSURANCE

Payments for service rendered are due at the time of your visit. If you have an insurance plan that we participate with, you must contact them prior to being seen, and arrange for us to be your Primary Care Physician {PCP}. If you do not do so, then you will be responsible for the fee. Some insurance plans have deductibles and or co-pays. It is required by these plans that payment be made at the time of your visit. Please be prepared to pay that co-pay at each visit; it is **not** our policy to bill you later for it. If you do not present your co-pay at the time of visit there will be an additional \$20.00 charge attached to the co-pay. If your plan does not require a co-pay and we participate, we will accept the designated fee. You are responsible for any deductible and balance that your plan indicates on their explanation of benefits. If we

do not participate with your plan, payment is expected at the time of service. Your itemized receipt should be attached to your insurance form and sent by you to your carrier, who will reimburse you directly. We appreciate timely payment of your account. For your convenience, we accept cash, checks, MasterCard, Visa and American Express. **There will be a \$25.00 charge to all returned checks.**

EMERGENCIES

Our office is open **Monday through Friday 9:00am to 5:00pm**. Not everyone will get sick during regular office hours. We are available 24 hours a day for emergencies. Please call our office telephone number and our answering service will have us paged. In the event that there is a problem with the phones or paging systems and we do not get back to you in a reasonable period of time, try paging us again. If a true emergency exists and you are unable to reach us in a timely fashion, we admit to White Plains Medical Center and recommend that you be seen in the Emergency Room there or at the nearest medical facility if the severity warrants. When you arrive there, let them know that your child is a patient of ours so that they can notify us that you have arrived.

QUESTIONS AND COMMENTS

It is natural for you to have questions. Please be sure to ask them. If there is a problem, let us know about it. We appreciate your confidence and look forward to watching your children grow and develop to their fullest potential.