

Welcome to the Pediatric Gastroenterology Faculty Practice. We appreciate you selecting our office for your care. To better serve you, below are answers to our most frequently asked questions.

Will I be able to schedule my appointments at the specific time I need to fit my busy schedule?

We make every attempt to work with your schedule and find times that are most beneficial to you. There are “prime” times that book up quickly and are available on a first-come basis.

Will you handle all insurance verifications and authorizations?

We are happy to file claims with your insurance carrier as a courtesy to you. Our staff will make every attempt to obtain any necessary verifications and authorizations including authorizations for medications. However, it is your responsibility to confirm coverage and any unpaid balance will remain your responsibility.

When will I need to pay my portion of my services?

On each visit, we will collect your co-pay, insurance deductible and/or percentage. However, the balance of your bill will remain your responsibility until paid by your insurance carrier. We encourage you to follow through on any requests from your carrier to improve the probability of payment by your insurance.

What is your cancellation/no-show policy?

We request cancellations be made at least 24 hours in advance. Following three missed appointments (cancels or no-shows) the patient may be discharged from the practice due to non-compliance.

When should I arrive for my appointment?

Arrive 15 minutes before your scheduled appointment. This gives the staff ample time to prepare for your scheduled treatment. If you find that you are unavoidably late for an appointment, call to make certain that the physician will still be able to see you or to reschedule. Patients arriving at their correct appointment time will be given priority.

What is your policy on prescription refills?

We request two business day notice for all medication refills. We do not call in prescriptions after hours or on weekends.

We hope that this information will be useful in answering questions that you may have; however, the entire staff is always available to discuss with you any medical or financial questions.

Patient Name

Parent/Guardian Signature

Date

Witness

Date