

## After Hours Care and Office Policies

As part of the registration process, we would like to take this opportunity to review your afterhours care options and our office policies. Please read this document thoroughly as some information may have changed.

### After Hours Care:

If you find that your child needs medical attention outside of our normal business hours, you have options:

- You may contact our triage nurse for assistance and advice. Please call the office mainline (650) 560-9137 to leave a non-urgent voice message that will be returned within the next business day. Alternatively, you can also send a non-urgent text message to (650) 868-5923 that will be responded to within the next business day. The triage nurse is capable of providing health advice and referring you to the proper location for care, if needed and can be reached at (877) 337-3201.
- After Hours Pediatrics in San Mateo is available Monday – Friday 5pm – 10pm and Saturdays, Sundays and Holidays from 10am – 10pm. For more information please contact their office at (650) 579-6581 or visit their website at [www.afterhourpeds.net](http://www.afterhourpeds.net)
- If it is a medical emergency, please call 911.

### Office Policies:

#### *Office Visits and Checkups:*

- A parent or guardian is expected to accompany the child for all check up and sick visit appointments.
- For your child's health, an age appropriate routine annual checkup is expected in addition to sick visits.
- A \$10 fee will be charge for all sports/camp/school forms with a 2-3 business day turn around; an additional \$10 fee is charged for same day service.

#### *Insurance:*

- Co-Pays and deductibles will be collected at the time of service.
- Occasionally, there are costs that are not covered benefits by your insurance. In those cases, those costs become the patient's responsibility.
- As a courtesy, we submit insurance claims electronically on your behalf. The claim is sent within a week of your visit and usually processed by your insurance plan within 2-6 weeks. You should receive an explanation of benefits (EOB) from your insurance. If you don't receive an EOB after an extended period of time, we encourage you to contact your insurance to inquire about the claim. If the claim is continually denied after multiple submissions, the patient becomes responsible for the claim.

#### *Missed Appointments:*

- We make every effort to respect and accommodate your schedule. We hope that you would do the same for our schedule. If you are unable to keep an appointment, we ask that you please provide at least 24 hour advance notice for checkups and 1 hour notice for sick visits. Please note that there is a \$100 charge for no-show appointments. We understand that there are unforeseen emergencies, but appreciate advance notice whenever possible.

For additional information or questions, please visit our website at [www.hmbabies.com](http://www.hmbabies.com) or contact our office, Monday – Friday 830am – 5pm, at (650) 560-9137

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