

OFFICE POLICIES FOR JANICE H. LOEFFLER, MD

The following policies are being given as a means of helping you understand the expectations of the practice and for us to help you. Changes are made to these policies as the need indicates. We welcome your suggestions at any time as to how the practice might be improved. These can be given to any staff member or in writing. The practice of medicine is changing very rapidly. I appreciate your patience as I, my employees and yourselves adapt to these changes.

1. Office Hours: 8:00 AM - 5 PM Monday, Tuesday, Wednesday and Thursday
8:00 AM - 12 Noon on Friday

The office opens at 8:00 AM and closes for lunch from 12:15 to 1:15 PM.

Nurse calls stop at 4:30 PM Monday through Thursday and at 11:30 AM on Friday. Messages can no longer be left after hours, weekends and holidays. Portal messages left after hours at jhlmd.pcc.com/portal are answered if I am available. Medication refills need to be requested at least 3 business days in advance and will be available within 2 business days. ADHD prescriptions can now be e prescribed unless your pharmacy does not accept this function. Messages **can** be left during the **lunch hour** when we are closed. Please leave correct, useable numbers and answer the phone when we call back.

2. **Cell phones, tablets, games, etc. MUST be turned off while in the exam room.** These are a distraction that interferes with the care being given to you by Dr. Loeffler and her staff. These devices may be removed from the room if this is a problem and applies to the parents and the patients.
3. **After Hours:** Youth Care is open from 5:30 PM till 8:30 PM Monday through Friday and 9:30 AM till 4:30 PM on weekends and is closed for major holidays. This is an urgent care clinic and **should not be used** for situations that can be handled in the office during regular hours. The phone number is 249-5079. The **ER, Urgent Care at Smith, Apple Care, VFM, Parrott Clinic or pharmacy clinics** also should not be used for non-urgent care which can be handled in the office or “just because it is convenient”. I know your child better and I often have to re see your child which is costly to you in a number of ways and notes have to be requested which are NEVER sent. We stay till everyone is seen.
4. **Telephone Triage:** This service is for after hour medical advice and is available from 5:00 PM to 7:00 AM daily and 24 hours on weekends and holidays. I do take my own call now and it is appreciated if they are **emergent** issues. HOWEVER, nurse call numbers are also available through your insurance company although I do not have any working relationship with these companies and not sure of the advice you might be given. Please check out www.drjloeffler.com for very valuable advice also.
5. When calling the office, please make sure you provide the patient’s name, date of birth, a brief description of the problem/concern/request and the BEST number where

you can be reached either by the nursing staff or front desk. Be patient as calls have to be reviewed by the MD as time permits. If the staff is unable to contact you within 24 hours, it is **YOUR** responsibility to call back. **PLEASE** listen closely to the recorded messages. The best option to reach the office is through the portal at **jhlmd.pcc.com/portal**.

6. Medication refills will NOT be provided for patients with ongoing medical problems (i.e. asthma, ADHD) if scheduled appointments are not being kept, and will not be refilled till seen in the office unless it is an emergency. Refills will also NOT be provided if there is an outstanding balance due, unless it is an emergency. As we now use PedsOne Billing service, this minimum due is based on your agreement with them.
7. All patients under 18 years of age being seen for a physical, **MUST BE ACCOMPANIED** by a parent, guardian or foster parent unless you are an emancipated minor or a parent of a minor child. If this is not possible unless this is an urgent situation, then the appointment **WILL** be rescheduled.
8. Chadis questionnaires also **must** be completed before an office visit. If you do not have internet access be here 15 minutes early. Chadis does notify you by email of an upcoming survey and we continue to work hard to make sure this is updated for you. See the Chadis Info sheet for further information. Paper surveys we do are available on www.drjloeffler.com.
9. The office is unfortunately **NOT** a walk-in clinic as I am the only provider on site, so it is imperative you call for an appointment unless it is an emergency visit. If you do walk in and it is not a life-threatening illness, the next available appointment will be given to you. If you have a scheduled appointment and have other children to be seen, we will accommodate you, but PLEASE let the front desk know so that they can be put on the schedule.
10. **Patients more than 15 minutes late for a scheduled appointment will be seen after other scheduled appointments or will be rescheduled.**
11. Failure to show for a well-child visit at any age or recheck appointment will be rescheduled **ONCE**. You are notified by a personal call a number of days ahead of your appointment. If you do not confirm the appointment it will be cancelled 48 hours before the appointment. It is as a parent or guardian, your responsibility to remember these appointments and to keep these appointments. Your cell phones have calendars as do your children's phones to use!
12. **After 2 no show appointments your child and siblings if applicable, will be dismissed from the practice. If this occurs and your child has Medicaid, the appropriate Medicaid insurance will be notified for noncompliance, as will DFCS for medical neglect.**

13. We ask that you keep us informed of changes in personal information as soon as possible. Commercial insurance, Medicaid, Peach Care, Peach State, Well Care and Amerigroup and Care Source cards need to be presented at each office visit. Co pays also must be paid. We understand the difficulties we all are experiencing with Medicaid.
14. Forms brought into the office for completion and that are NOT associated with the office visit, will be completed within an average 5 business days. A fee will be charged for this. See Form Fee Schedule for details. Sports participation forms and Head Start form done at the time of the visit are \$5.00.
15. School sport participation physicals must be scheduled if not done within the past 12 months or there has been a change in the medical history. There is a fee for this if you have insurance as this is not a covered service. An additional fee is due if the form is not done at the time of a visit and the front page **must** be completed by the parent and signed by both the student and the parent before completion by the MD. The form is also being scanned so is available on the portal. The most current form must also be used. Please do not go “somewhere else” to have these done.
16. If you have become a parent (male or female) and are 18 years of age or older, you will have to transfer to an adult provider. By age 21 years of age you will need to find an adult provider. Special needs patients may need to be seen till age 23 years as transition of care is so difficult at this time. Don't leave insurance coverage decisions to the last minute as if you are on a Medicaid this stops the day you turn 19.
17. School/work excuses can only be given if there is a documented office visit or nurse call and for that day only or as medically advised.
18. Checks are electronically scanned. We also have an outside billing service, PedsOne and details are on the financial policy.
19. **Leaving the office after being booked in without notifying any staff and not rescheduling will be a \$50.00 charge and until paid all services will be withheld until this is paid in full.**
20. **If a patient is in for a well-child or physical exam and is ill or a significant amount of time is spent counseling, there will be additional charges applied and a co pay that must be paid at the time of service.**

Rude, inappropriate behavior or the use of profanity will not be tolerated towards the practice's staff or in front of other patients and will result in immediate dismissal from the practice. You are being videotaped at the front desk.

Please visit our web page www.drjloeffler.com for further information, forms and informational websites. Our new web portal is jhlmd.pcc.com/portal.

FORM FEE/SERVICE SCHEDULE

<u>Vaccine Records requested after a visit</u>	<u>\$5.00</u>
<u>School Forms (EEDN or Head Start requested after a visit)</u>	<u>\$5.00</u>
<u>Other Forms – for example Special Olympics</u>	<u>\$5.00</u>
<u>Sports Participation Forms/Camp Forms requested after a visit</u>	<u>\$10.00</u>
<u>Sports Forms/Camp forms/Head Start requested during a visit</u>	<u>\$5.00</u>
<u>Letters with Medical Records requested by lawyers or insurance companies</u>	<u>\$150.00</u>
<u>Medical records to lawyers without letter</u>	<u>\$100.00</u>
<u>Medical records to insurance company without letter</u>	<u>\$50.00</u>
<u>Payment History Record for Child Support</u>	<u>\$10.00</u>
<u>Requests for proof of residence for IRS and MUST be accompanied by proof</u>	<u>\$10.00</u>
<u>Family and Medical Leave Forms (FMLA)</u>	<u>\$20.00</u>
<u>Katie Beckett forms</u>	<u>\$20.00</u>
<u>Letters written to lawyers at the request of parents</u>	<u>\$50.00</u>
<u>Subsequent medical records already sent to any physician per child</u>	<u>\$20.00</u>
<u>Copies of medical records for personal/legal use and not for transfer of MD</u>	<u>\$25.00</u>
<u>Personal Copies of Medical Records Requested by Patients older than 23 years</u>	<u>\$20.00</u>
<u>Sports PE's done as a visit</u>	<u>\$25.00</u>

These are non-covered services and must be paid for in advance before the request will be completed. This applies to any type of insurance coverage including Medicaid. For those children covered under commercial insurance it is the responsibility of the parent of the children to understand coverage and services that may be excluded. Effective April 1, 2012 there will be a co-payment for **PEACH CARE** children over 6 years of age for sick or recheck appointments and this must be made at the time of the visit. **Liability Claims:** For any visits involving a car accident or an injury that may possibly result in litigation is a non-covered service and must be paid for with no deduction allowed.