

Statement of financial and after-hour policy for Puri Pediatrics

1. insurance is billed as a courtesy to you. You are responsible for payments on your account. In the event of problems with your insurance company, we will assist you in any way possible to resolve the problem. However, insurance problems are not considered an acceptable reason for not making a payment on your account. **It is your responsibility to know all the provisions of your insurance company.** Our billing is out sourced and done by Washington Hospital. Their billing telephone number is 510-745-6532. Please do not call our office for any billing questions.
2. Unless prior arrangements have been made with the business office, Payments are expected on the day the services are rendered. Co-payments are due at the time of the office visit. We will add a \$15 admin fee if we need to bill you for a co-pay.
3. There is a \$25 processing fee for all forms brought in to be filled out at a time when you do not have an office visit scheduled. This payment is expected at the time the form is dropped off. The form will not be completed until the fee is paid.
4. We require a 24 hour notice if you are unable to keep a scheduled appointment or miss your appointment. You will be billed \$35 for the visit. We try to give reminder calls, but we **do not guarantee.**
5. There is a \$35 charge for all medical records released to you, another doctor or another facility.
6. For life threatening emergencies please hang up and call 911.
For all other after hours and weekend medical advice, we have made arrangement with Washington Urgent Care located at 2500 mowry ave.suite 212 on the 2nd floor(. They accept all major insurances that we accept.and copay is like a regular doctor's office in most cases. You just have to let them know that you are our patient. no appointment is needed and it is open 8am to 8pm, everyday including weekends) .It is located across from washington hospital,behind walgreens pharmacy on mowry ave. (see attached after hours coverage).washington hospital ER is always an option.
7. Also there is a pediatric advice nurse on call (with our MD on back up call) who will evaluate your concerns and make the appropriate recommendations for your child. You can call the office phone number and the operator from answering service will give you the phone number .to the advice nurse if necessary. There is a \$35 charge if you do speak to the advice nurse.

I have read the above and agree to abide by the defined policies

Parent's Signature.

Patient's Name.

Date