

## Jose F Alvarado & Associates

### Office Policies

In order to reduce confusion and misunderstanding between our patients and the practice, we have adopted the following office policies. If you have any questions about the policies, please discuss them with our office manager.

#### Appointments:

1. We value your time as parents and patients. Appointments are scheduled per patient. If you have more than one child to be seen, please make sure to make an appointment for each child.
2. If you are unable to keep a scheduled appointment, we require a 24-hours notice. **There is a charge of \$50.00 for missed appointments. After three missed appointments we will require that you find another practice.**
3. If you are late for your appointment (> 10 minutes), we will need to reschedule it unless we are able to accommodate you.
4. We strive to minimize any wait time, however, emergencies do occur. We appreciate your understanding.

#### Combined Visits:

1. If you are scheduled for a well child exam and other health concerns are discovered and or treated, your insurance company may consider these as two separate visits which could result in copays or deductibles due.

#### Financial Responsibility:

1. According to your insurance plan, you are responsible for copays, deductibles and co-insurance. **Copays are due at time of service.**
2. It is your responsibility to keep us updated with the correct insurance information. If you have not provided us with the correct information, you might be responsible for payment of that visit.
3. If your insurance requires a designated primary care physician, make sure our name appears on your card.
4. A \$25.00 fee will be charges for any checks returned for insufficient funds.

#### Vaccines:

1. Our providers firmly believe in the effectiveness of vaccines to prevent serious illnesses and save lives. We also believe in the safety of vaccines. We follow the

schedule outlined by the American Academy of Pediatrics which has been scientifically tested for safety and efficacy. We will be happy to provide information to help you understand the science behind vaccines. We are committed to keep our patients safe and provide the best pediatric care which includes on time vaccinations. We do not believe in a safe “alternative” vaccine schedule. **If you don’t agree to follow the AAP guidelines, we will request that you find another practice.**

**Referrals and Prescription Refills:**

1. We require a 48-hour notice for all non-emergency referrals or medication refills.

Patient Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_