

Print this for your files. It is not necessary to bring this information to our office.

Monday: 8:00 AM - 4:30 PM  
Tuesday: 8:00 AM - 4:30 PM  
Wednesday: 8:00 AM - 4:30 PM  
Thursday: 8:00 AM - 4:30 PM  
Friday: 8:00 AM - 4:30 PM  
Saturday: Closed  
Sunday: Closed

### **APPOINTMENTS**

We ask that you call to schedule appointments, as this is not a walk-in clinic. We strive to adhere to our office schedule as much as possible and request that you arrive for your appointments on time. Unfortunately, delays do occur. We attempt to remind all patients of pre-scheduled appointments. We will call the home number to remind; however, it is difficult for us to always be sure of confirmation by phone. Please do not depend on us to call and remind you. Please mark your calendars. We require a 24-hour notification for checkup cancellations. Failure to do so will result in a \$50.00 missed appointment fee. Failure to show for any appointment will result in a \$50.00 missed appointment fee.

### **PRESCRIPTIONS**

Prescriptions and refills are issued during regular hours, Monday-Friday (8:00 a.m.-4:30 p.m.). Our nursing staff will call in prescription refills as time permits. Routine prescription refills should be requested no less than 24 hours prior to the date required. Please do not wait until your child's last dose of medicine to call for a refill. There is a charge for prescriptions called in that are not related to a office visit

### **OFFICE HOURS/EMERGENCIES**

Our office hours are Monday-Friday from 8:00a.m.-4:30 p.m., closed for lunch (12:15 p.m.-1:15 p.m.). We are closed on weekends and major holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. If you need emergency care at any time, please call 911 or go to the Pediatric E.R. at Women's and Children's Hospital or your nearest E.R. If you need urgent medical advice after hours please call [256-772-2037](tel:256-772-2037) and the answering service will have the on-call physician return your call. We currently share weekend call with Twickenham Pediatrics and Hazel Green Pediatrics. Please remember to call during regular office hours for all non-urgent medical calls.

### **TELEPHONE CALLS**

Our primary responsibility is to the patients who are in the office seeking medical care. Phone messages are returned by our nursing staff on a daily basis when time permits, based on the urgency of the call. When leaving a message, include telephone number(s) where you can be reached over the next several hours. WE RETURN CALLS FROM MULTIPLE OUTGOING PHONE LINES, SO YOUR CALLER I.D. MAY NOT DISPLAY OUR MAIN NUMBER; HOWEVER,

INCOMING CALLS WILL ONLY BE RECEIVED ON OUR MAIN NUMBER [256-772-2037](tel:256-772-2037).  
IF YOUR CHILD HAS A LIFE-THREATENING EMERGENCY, PLEASE CALL 911.

### **INSURANCE/CO-PAYMENTS**

It is the patient's responsibility to know their insurance coverage. Parents of newborns must call their insurance company and register their newborn as soon as he/she is born. Your insurance company will not automatically add them to your policy. Co-payments are expected at the time of service and may be paid by cash, check, or credit card (VISA and Mastercard). For those with insurance providers with whom we do not participate, payment is due in full at the time of service. Questions regarding your account should be directed to our billing service: (256) 772-4072. It is the policy of Pediatric Associates of Madison physicians that your child(ren) receive all immunizations and checkups recommended by the AAP. Failure to comply with this recommendation will result in dismissal from our practice for non-compliance.

### **GENERAL INFORMATION**

#### Immunization/Checkup Schedule

2 week	2 months	4 months
6 months	9 months	12 months
15 months	18 months	2 years
3 years	4 years	

...and checkups every year thereafter. If your child needs a yearly physical, please schedule this visit during the spring or summer. Please schedule your next checkup when leaving the office. Yearly checkups are scheduled at least 3 months in advance.

Immunizations are given Monday through Friday from 9:00 a.m. to 11:30 a.m. and 1:30 p.m. to 4:00 p.m. with a nurse appointment.

#### **Service fees will be charged for the following:**

After-hours physician calls that are not related to an office visit-minimum \$30

FMLA and disability forms-\$20.00

Sports physical forms-\$10.00

Daycare Forms- \$5.00

Medicine forms-\$5.00 per form.

Blue cards-\$5.00 each

Prescriptions- \$25

A nurse fee of \$15.00 is charged for the following services:

Any nurse visit (weight check, immunizations, etc.).

Lab draws (without same-day appointment).

#### **Medical Records for Second Copy:**

\$5.00 search fee.

\$1.00 per page for the first 25 pages.

\$0.50 per page thereafter.