

CARING HANDS PEDIATRICS PC



183-11 Hillside Avenue
Suite AA
Jamaica, NY 11432
Tel: 718-570-4650
Fax: 718-570-4648

OFFICE POLICY

Our office policy is intended to help us serve you more efficiently. Please do not hesitate to talk to a member of our staff should you have any questions.

1. Appointment cancellations have to be made at least 24 hours in advance. It allows us to schedule others who may need to be seen.
2. We work hard to minimize wait time. However, in the event of an emergency, the emergency will take precedence over a scheduled visit.
3. We do not charge to complete forms. We do need you to allow one week after drop-off for all forms to be completed.
4. Non-emergency referrals require at least 48 hours prior notice. It is your responsibility to make sure that a selected specialist participates in your plan. Please note that we may have to see your child before a referral can be issued.
5. Medication refills will be called-in within 24 hours during regular business hours. Please plan accordingly.
6. Whenever applicable, our name and phone number must appear on your insurance card. You will be financially responsible for your current visit if your insurance company has not been informed that we are your primary care physician.
7. Please review your benefit plan. Not all plans cover services like annual physicals, sports physicals, hearing screening, vision screening. If your plan does not cover these services, you will be responsible for payment.
8. A check returned is subject to a \$30 dollar fee payable by cash or money order. This will be collected in addition to the insufficient funds due.
9. Co-pays and deductibles are due at the time of your visit.
10. Self-pay payments are expected in full at the time of your visit.
11. Patient balances are billed immediately and payment is due within 10 days of receipt.
12. Balances outstanding for over 90 days may be forwarded to a collection agency.
13. There is no charge for a single set of medical records. Any additional copies will cost \$.75 per page. We suggest that you pick-up the records. We will not be responsible for records reported lost or not received at their destination.