



Hummingbird Pediatrics Office Policies

OFFICE HOURS- Monday – Friday 9am – 6 pm (Closed for Lunch Hour 12 pm – 1 pm)

Saturday-9am-12Pm

NEW PATIENT POLICY - Each physician/provider requires a legal guardian/parent at the first visit. At that visit is when the parent can delegate consent to another adult to accompany the child to future visits. Please bring immunization record to first visit.

INSURANCE/PHOTO ID CARD POLICY - We require that you present your insurance card and photo identification at every visit for the protection of our patients.

IMMUNIZATION RECORD- It is the parent's responsibility to bring the patients shot record for any well or nurse visit. There will be a \$5 fee collected at the time of service if the parent requests a copy of the shot record due to loss or you may access your child's account through patient portal at your leisure free of charge.

PRIMARY CARE PROVIDER (PCP) POLICY- We require that we are the PCP the day of the visit. It is the parents' responsibility to ensure that this completed prior to the visit and to provide us with any necessary authorization numbers or contacts regarding sick office visits.

LATE POLICY- Due to limited availability of appointments we ask that you arrive for your appointment on time. Should you arrive 15 minutes past your scheduled appointment time you will be subject to reschedule.

CANCELLATION POLICY- If unable to make your appointment please call to cancel within 24 hours of your scheduled time so that we may accommodate other patients, this may also be done through the patient portal.

WALK-IN POLICY- Acute type walk-In appointments are available for patients and these visits are first come first serve.

WELL VISITS/PROBLEM VISITS- If a sick issue is addressed at the time of the well visit, your insurance company will be billed for both visits. Your insurance company may charge for a co-pay/deductible or co- insurance.

ANSWERING SERVICES- Our answering service is available from Monday- Friday 12-1 pm and Monday through Sunday from 6pm-9am to handle emergency cases only.

APPOINTMENT CONFIRMATIONS- Televox service will confirm appointments 2 days prior to appointment, Patient Portal will email 2 days prior. Contact our receptionist should your phone number change.

REMOVAL FROM PANEL OR TERMINATION FROM PRACTICE- We practice the right to remove a patient from our office and/or terminate our relationship in the following situations- gross misconduct (yelling, not being courteous of others, disrespect, any form of physical misconduct), illegal or fraudulent acts, profanity, and verbal abuse either over the phone or in person. Your insurance company will be notified of this change.

LAB RESULTS-Please call the office for the results of any lab work or imaging results. You may also access your child's results through patient portal at your leisure.