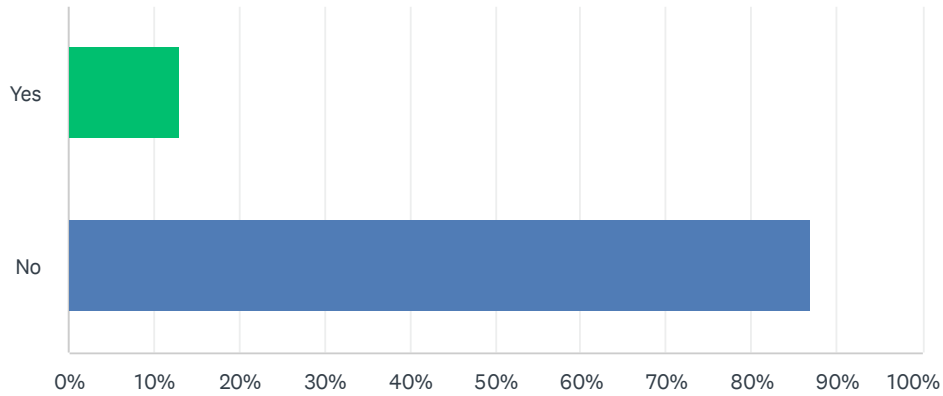


Q1 Does your practice charge parents for after hours calls (calls taken by your practice staff or for calls handled by CHOA)

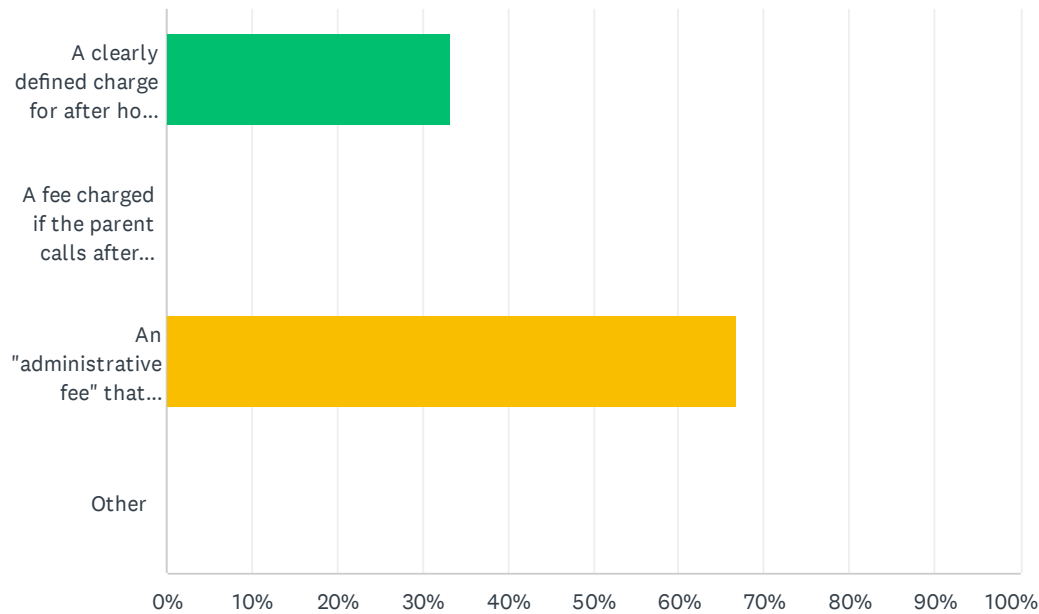
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	13.04%	3
No	86.96%	20
TOTAL		23

Q2 If you do, is it

Answered: 3 Skipped: 20



ANSWER CHOICES		RESPONSES	
A clearly defined charge for after hours calls, the set fee paid by all (Ex. "\$xx/year to cover any after hours calls")		33.33%	1
A fee charged if the parent calls after hours (Only charge a fee if they call after hours)		0.00%	0
An "administrative fee" that includes covering some portion of the calls		66.67%	2
Other		0.00%	0
TOTAL			3

#	OTHER (PLEASE SPECIFY)	DATE
1	I guess technically we are charging parents since it is included in our annual admin charge. If parents opt out of the annual fee then they are charged per use.	11/22/2024 12:12 PM
2	We bill insurance for the lengthy calls that require provider to give medical advice, call in Rx, ect. we do not charge for those calls going to CHOA.	11/22/2024 10:32 AM
3	na	11/22/2024 8:54 AM

Q3 Is there anything else you do to help curb the cost of after hours support?

Answered: 7 Skipped: 16

#	RESPONSES	DATE
1	We bill insurance companies for the after hours, but no to the parents.	11/25/2024 8:58 AM
2	I have have pushed for this but partners are unwilling to change our current practice of not charging for after-hour calls in any way	11/22/2024 3:04 PM
3	We tried before and every charge caused an issue so we stopped.	11/22/2024 11:27 AM
4	Not yet, but we want to implement something. Our patients lost their minds when we tried to implement a yearly admin fee.	11/22/2024 10:55 AM
5	No	11/22/2024 10:41 AM
6	Urge them to check our website for most FAQ Urge them to call the nurse advice line on their insurance card	11/22/2024 8:56 AM
7	We have a feature on our website, which does provide care information and when to call the office. We try to market this as much as possible but I am not certain of how effective it is in reducing calls after hours.	11/22/2024 8:46 AM