

One World Center's Patient-Provider Agreement

Providing the best possible care to every patient is our primary goal. The only way we can meet this goal is if we work together in parent/professional partnership for the best interest of your child!

PATIENT'S CAREGIVER RESPONSIBILITIES:

- ✓ Accompany child to all office visits or provide written consent authorizing responsible adult to stand in
- ✓ Ask questions, share your feelings and be part of your child's care
- ✓ Be honest about history, symptoms, and other important information regarding your child's health
- ✓ Tell your doctor about any changes in your health and wellbeing
- ✓ Give all medicine as directed and follow your doctor's advice
- ✓ Make healthy decisions about your daily habits and lifestyle choices as these too affect your child
- ✓ Prepare for and keep scheduled visits or reschedule visits in advance whenever possible
- ✓ End every visit with a clear understanding of the doctor's expectations, treatment goals, and future plans

DOCTOR'S/ HEALTHCARE PROVIDER'S RESPONSIBILITIES:

- ✓ Explain diseases, treatments, and results in an easy-to-understand way
- ✓ Listen to parent/patients' feelings and questions and help them make decisions about their care
- ✓ Keep treatments, discussions, and records private
- ✓ Provide instructions on how to meet your health care needs when the office is not open
- ✓ Care for you to the best of our abilities based on understanding the current medical methods available
- ✓ Give parents/patients clear directions about medicines and other treatments
- ✓ Send our patients to trusted experts, and service providers when indicated
- ✓ End every visit with clear instructions about expectations, treatment goals, and future plans



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ARRIVAL TIME, AND LATE POLICY:

Primary Care Appointments:

- ✓ **Please arrive 15 minutes before your Primary Care Pediatric** visit for check in, insurance verification and/or completion of appropriate forms, surveys and/or questionnaires.
- ✓ If you are 15 minutes late for a Primary Care Pediatric appointment, your appointment will be rescheduled to the next available appointment or converted to a smaller more focused concern or task.
- ✓ In the case of late arrival for Primary Care Pediatrics, you may be offered a later same day appointment at the office's discretion.
- ✓ If there is no availability and the Pediatrician decides the matter cannot wait, we will make every effort to accommodate the patient, but you will have to wait until the schedule allows us to do so.

Autism Specialist Appointments:

- ✓ **If you are a NEW patient for our Autism Specialist, we asked that you arrive no later than 45 minutes prior to your appointment time** for check in, insurance verification and completion of appropriate forms/surveys/questionnaires.
- ✓ **If you are an ESTABLISHED patient of our Autism Specialist, please arrive 15 minutes prior to your visit** with our Autism Specialist for check in, insurance verification and/or completion of appropriate forms, surveys and/or questionnaires.
- ✓ When you are meeting with the Autism Specialist please plan and expect to spend up to 2 (two) hours at our center.
- ✓ If you are 15 minutes late for an Autism Specialist visit, your appointment will be rescheduled to the next available appointment or converted to a smaller more focused concern or task.



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WALK-INS:

- ✓ Walk-ins are discouraged. Please make every effort to call ahead and make an appointment. We will do our best to accommodate same day appointments if we have availability, but you must call early to secure a time slot. We may also offer suggestions to make your child more comfortable until the next business day. In some cases, you may be triaged by phone and referred to the nearest urgent care or Emergency Room.
- ✓ **For MEDICAL OR PSYCHOLOGICAL EMERGENCIES please go to your nearest Emergency Room or call 911 if the patient is unstable.**

INSURANCE AND PAYMENTS:

- ✓ Insurance verifications are completed a week before your appointment and then again 48 hours prior to the visit. You will not be seen if your insurance coverage has lapsed or become inactive. The appointment will be cancelled, but once your insurance becomes active, we are happy to attempt to reschedule your appointment.
- ✓ A fee schedule will be available for uninsured clients who wish to be seen or for any out of pocket cost which are not covered by insurance.
- ✓ Please be advised that ALL balances and co pays must be paid prior to any services being rendered.

CANCELLATIONS/ CLOSINGS:

- ✓ We will make every effort to honor your appointment but in the event of inclement weather or other unforeseen emergency/conflict we will notify you of cancellation or close of business and make every effort to reschedule your visit in a reasonable amount of time.

VACCINES:

- ✓ Our goal is to keep children healthy and vaccines are prevention for future disease. We will administer vaccines according to the routine schedule prescribed by the Centers for Disease Control and World Health Organization. Vaccine information sheets and counseling will be offered at each visit.



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REFILLS:

- ✓ All prescription **refill** requests should originate from the patient by contacting their pharmacist asking to request the refill electronically.
- ✓ All refill requests should be approved or disapproved by our office in 72 hours or less.
- ✓ The reasons for any disapproval will be given electronically through the pharmacy. Keep in mind, you may be asked to schedule an appointment prior to refill.
- ✓ Routine prescription refills may not be filled after hours or during the weekends, so parents need to plan.

FORMS:

- ✓ **All forms will be completed within 7-10 business days from time of patient/parent drop off.** Please be sure patient/parent information is filled out in its entirety prior to dropping off form and parent should allow for timely pick up to meet any deadline.
- ✓ Patient may also schedule a visit for form completion such as sports PE, camp forms, preop exam, WIC, medication authorization, etc. but physician may require additional time if there are multiple forms or if it is a complicated matter or a lengthy task.
- ✓ If a parent brings in a document for physician review, i.e. Vanderbilt's, outside specialist's notes, past medical records, school progress report, etc. the information becomes part of the patient's medical record. Once reviewed by the physician, the office will contact you with any additional instruction on a case by case basis.

LETTERS:

- ✓ In general, any request for a letter of medical support requires a visit to discuss the concern and observe/examine the child. The provider will gather the information necessary to determine whether it is a document he/she can provide and/or may suggest another option. Letters like forms, will also require several days for completion so parent should allot time appropriately.



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AFTER-HOURS:

If you feel that your child is having a life-threatening medical emergency, please go to the nearest hospital or call 911, if your child is in distress.

For after-hours, our Primary Care Pediatrician will be available for urgent medical matters only outside of the normal business day as follows:

- ✓ Monday, Tuesday, Wednesday, Thursday and Friday between 530 pm - 930 pm evenings for urgent/emergent need and after 10 pm for emergency calls only
- ✓ Sat/Sun 9 am - 930 pm for urgent/emergent need and after 10 pm for emergency calls only
- ✓ The number to call for after-hours care is: (301) 618- 8395
- ✓ The Pediatrician will make every effort to answer calls from patients who are already established with One World Pediatrics, usually within the hour. But please be mindful that the PCP has additional obligations and responsibilities to manage outside of clinic hours. So, please do not call for appointments, referrals, over the counter medication, medication refills, chronic stable concerns or other nonurgent medical matters. These requests will be handled during our normal day time business hours.
- ✓ Questions for our Autism Specialist and/or issues related to Autism diagnostic clinic or its patients are also best handled during the day. These services are unavailable after- hours.

