

PUTNAM PEDIATRIC MEDICINE PLLC

667 Stoneleigh Avenue Suite 116

Carmel, New York 10512

Phone: 845-279-9652 or 845-279-5131 Fax: 845-279-3606



Dear Parent/Guardian

We would like to take this opportunity to welcome you as a patient and thank you for choosing our practice. It is our goal to assist you with all your medical needs. Here at Putnam Pediatric Medicine PLLC we pride ourselves in being a part of your child's growth from infancy to young adults. Our well trained medical staff is always here to answer any questions you may have during office hours. For those late night questions, we have an on-call board-certified pediatrician available to help you when your child becomes ill. Our friendly front desk staff can help you with all your scheduling needs along with any billing questions. We look forward to meeting your child's medical needs

To help us with time efficiency, please have new patient's forms filled out when checking in for your first appointment

Please take the time to read this informative literature, including information on our billing and office policies.

GROW UP WITH US!!!

Our Hours of Operation:

- Monday- Thursday: 9 am till 5:30pm

- Friday 9 am till 5pm
- Saturday 9am till 12pm.
- Occasional Sundays – 9am till 12pm

Making Appointment:

- Sick appointments maybe scheduled the same day
- Nurse visits are made for patients who need vaccines, blood pressure or lab work performed. On these appointments you will **NOT** see the physician. If your child needs to see a physician, you need to call the office and change the appointment.
- Please have patient's medical records including vaccination records, sent or brought to the office prior to appointment date. Bring with you forms that need to be filled out.

After-Hours:

- Our answering service will gladly assist you in getting in contact with the on-call doctor.
- On occasional Sundays, appointment for a sick visit maybe made by contacting the on-call doctor.

Late Policy:

- Please try to arrive on time. Our doctors run close to schedule. If they fall behind it's usually due to a patient's late arrival earlier in the day.
- Please call if you will be late. After fifteen minutes you may be asked to reschedule the appointment.

Cancellations:

- Give 24hr notice for any cancellation/rescheduled appointments - if less than 24hr a charge may be applied to your account.
- \$50.00 surcharge per extended office visit and physical examination not cancelled on time
- \$20.00 surcharge per sick office visit not cancelled on time

Payments:

- All co-pays are collected before your child sees one of our doctors. We accept cash, check and credit card
- There is a surcharge of \$20.00 if payment is not received on date of appointment or if we have to bill you.
- If check payment is returned to us for insufficient funds, there is a surcharge of \$30. 00. After a second notice of insufficient funds notice, we reserve the right not to accept check as payment.

Self-Pay Patients:

- Inquire about specific rate changes
- Discount will be applied only if balance is paid in full.
- Discount cannot be used with payment plan
- If payment plan agreement is defaulted payment in full will be expected

Referrals:

1. Check with your insurance company to see who is a participating specialist
2. Make your appointment and verify that the specialist is still a participating provider with your insurance
3. Inform us of date of specialist appointment so we can generate a referral form
4. Please allow 24-48 hours after your request to process the paper work

Prescription Refills:

- Have child's name, date of birth and prescription name available. If available, prescription number would be very helpful.
- Please understand that not all medications can be refilled without a follow –up appointment, we need to monitor your progress and make sure there are no reactions.
- Notify our office at least one week in advance to have prescriptions refilled.

Forms:

- Patients physical must be up to date (not over a year old) in order to have the form filled out
- There is a \$5.00 charge at least for filling out forms
- Please allow 24-48hr for forms to be filled out