

Delta Pediatrics, LLC

Appointment Policy

It is our intention to provide your children the best care possible at all times and to accommodate as many requests as is realistic and feasible. It is within this context that we ask you to take a few moments to review policies that affect the way services are provided.

In the Office

- **Arrive early.** Please remember that all insurance requires that your insurance data be updated prior to each encounter. This usually takes a few minutes. If this is not done, your insurance may deny your claim. We do not want time spent on administrative requirements to limit your time with the doctor.
- **Schedule an appointment by calling 678-765-6749.** Walk-in patients are offered the first available appointment.
- **Schedule same-day appointments for sick visits.** Appointments are used on a first-available appointment basis.
- **Patients who arrive on time are seen at their appointment time.** Patients who have arrived on time will be seen ahead of those who arrive late. If you arrive late, we may need to abbreviate or reschedule your child's visit.
- **Call ahead if you are late or unable to make your appointment time.** We will do all that we can to accommodate your child's appointment and to minimize the need to reschedule your appointment.
- **Late arrivals (>15 minutes after scheduled appointment) will be offered the next available appointment.** In these cases, a no-show charge of \$35 for the lost appointment will apply. While we will do all that is possible to accommodate requests, the first-available appointment may *or may not* be on the day the appointment was missed.
- **The no-show charge will be waived if you contact the office before your appointment.** Remember that appointments canceled more than 24 business hours prior to when they were scheduled do *not* incur a no-show fee.
- **Appointments for additional children should be made by phone prior to coming to the office.** If you would like another child to be seen, please schedule appointments for *both* children *by phone* prior to coming to the office.
- **Turn off cell phones in the office and examination rooms.**

After-hours Call Service

- **Please limit after-hour calls to urgent issues. For medical emergencies, call 911.** Please refer to our patient center and useful links for answers to common illness questions (Web site). For refills, appointment requests, and other nonurgent matters, you may leave a message or call the office during regular hours. Please also do the following when using this service:
 - When leaving a message, please speak slowly.
 - Be sure to leave a callback number.
 - Disable your call block feature.
 - Follow the doctor's instructions.
- **Nurse Advice Line** - Your insurance Nurse Advise Line is a health information line. The Nurse Advice Line is ready to answer your health questions 24 hours a day, every day of the year. The Nurse Advice Line is staffed with Registered Nurses. These nurses have spent lots of time caring for people. Now they are ready and eager to help you.

How can the Nurse Advice Line help me? When you • Have questions about your health • Are worried about a sick child • Do not know how much medicine to give your child • Not sure if you need to go to the emergency room • Have questions about pregnancy and more

Sometimes you may not be sure if you need to go to the Emergency Room. Call your insurance's Nurse Advice Line. They can help you decide if you have a real emergency. If you have a real emergency, go directly to the nearest hospital emergency room!

When you have questions, call the Nurse Advice Line • It's free • It's simple • It's fast

- **AETNA 1-800-556-1555**
- **Amerigroup 1-800-600-4441**
- **Blue Cross/Blue Shield of GA 1-888-724-2583**
- **Cigna or Great West 1-800-564-8982**
- **Coventry 1-888-936-2298**
- **Humana 1-800-622-9529**
- **Peachstate Health Plan 1-800-704-1484 and press option 7**
- **Tricare 1-888-475-9233**
- **United Healthcare 1-800-237-4936**
- **Wellcare 1-800-919-8807**

La Enfermera de Guardia/Después de Horas

Por favor, llame a su seguro de Línea de Consejos si la clínica está cerrada. Si es una emergencia, llame al 911. La línea de Asesoramiento de Enfermeras es una línea de información de salud. La Línea de Enfermeras está lista para responder a sus preguntas de salud las 24 horas del día, todos los días del año. La Línea de Enfermeras es personal con enfermeras registradas. Estos enfermeros han pasado mucho tiempo cuidando a la gente. Ahora están listos y dispuestos a ayudarte.

¿Cómo puede la Línea de Enfermeras ayudarme? Cuando usted • ¿Tiene preguntas sobre su salud • Están preocupados por un niño enfermo • No sabe cuánto medicamento debe darle a su hijo • ¿No está seguro si necesita ir a la sala de emergencias • ¿Tiene preguntas sobre el embarazo Y más • A veces no se puede estar seguro de si necesita ir a la sala de emergencias. Llame a su aseguradora Línea de Enfermeras. Ellos pueden ayudarle a decidir si usted tiene una emergencia real. Si usted tiene una verdadera emergencia, vaya directamente a la sala de emergencias más cercana!

Cuando usted tiene preguntas, llame a Enfermera línea de asesoramiento • Es gratis • Es simple • Es rápido

El personal Línea de Asesoramiento de Enfermera habla Inglés y Español. Si usted no habla Inglés o español, por favor, solicite un traductor.

Llame al número anterior.

We are here to provide the *best* care we can to your children should the need arise. As always, we welcome the opportunity to care for your children and appreciate your trust in the services we provide.