

Terms of Service

303 S 4th St, Danville, KY

1180 Glensboro Rd, Lawrenceburg, KY

Danville Pediatrics Medical Group, PLLC

Non-Discriminatory Policy:

Danville Pediatrics Medical Group, PLLC complies with all applicable State and Federal Civil Rights laws. No person shall be excluded from participation or be subjected to discrimination in any manner based on disability, race, color, religion, national origin, sex, age, sex orientation, or gender identity. DPMG provides language services to people whose primary language is not English and for people with disabilities in order to communicate effectively. Under the guidance of applicable laws that any person having reasonable cause to believe that any person is in the state of abuse, exploitation, or neglect shall report the information to the appropriate regulatory agency.

Practice Dismissal:

No Show Policy: If a patient and/or any child listed under the same guarantor does not come to scheduled appointments (in excess of three times within a 12-month period) without prior notification or cancellation, Danville Pediatrics Medical Group, PLLC may find it necessary to dismiss all family members from our practice.

Disruptive or Abusive behavior: Such behaviors will not be tolerated at our practice. It will be at the discretion of the medical director to dismiss patients/parents who show aggression or verbal abuse towards any staff member at Danville Pediatrics Medical Group, PLLC.

Late for Appointments:

If your child is **more than 15 minutes late** for their scheduled appointment, you may be asked to reschedule for another date and time.

Evening Clinic & Saturday Clinic:

If your child or children are seen during our Evening Clinic (after 5pm) and/or our weekend clinic **there will be an additional \$25.00 charge**. Our billing department files these charges to your insurance plan. Most insurances will cover this charge; however, some do not, then it is your responsibility to pay. Please check with your insurance plan, before scheduling an appointment during these hours.

Immunizations:

By receiving care at our practice, you acknowledge that immunizations are administered according to CDC and state guidelines. You will be informed of risks and benefits. You may decline vaccines where legally permitted, with documentation.

Financial Policy:

The person (including parents, guardians, and/or any adult with written permission) bringing a patient in for medical care is responsible for payment of all co-pays, co-insurance, and/or deductibles at the time of service. **Noninsured patients will be seen and will be asked to pay day of service. If paid, a \$40.00 discount will be applied to the payment amount.** We accept cash, check, and most major credit cards. **If you are unable to provide payment at the time of service, please make arrangements with our billing department prior to your child's appointment.** Your child's health is our priority, and we will work with you in the event of unusual circumstances to offer solutions to help you get your child covered. We will furnish a receipt for your records as proof of payment. **There will be a \$25 charge for any check returned for non-sufficient funds.** Monthly statements will be sent for any unpaid balances. Prompt payment is expected and appreciated. Please contact our billing department at (859-236-7046) with any concerns regarding your bill. If your account becomes

severely delinquent and is turned over to collections, you will receive a termination notice from our practice. Once services are terminated, the patient will no longer be allowed to return to our practice.

Insurance:

We must have current insurance and patient information on file to help ensure that we file claims correctly. Please review your coverage carefully and be familiar with any limitations in well child coverage and immunizations. Your policy is a contract with you, the parents and not with Danville Pediatrics Medical Group, PLLC. **Medicaid recipients are responsible for keeping their cards up to date and making sure that Danville Pediatrics Medical Group, PLLC is listed as the primary care physician.** Any charges incurred with a lapsed card will be the responsibility of the parent.

Newborns: Most insurance companies will require that you add your newborn to your policy within 30 days of birth. Failure to do so may mean that your child will not be covered, and you will have to wait until the next enrollment period.

Prescription, Medical Records, and Immunization Records:

Please give a 24-hour notice for immunization records. Please allow 48 hours for prescription refill requests. Medical records request could take up to 30 days to complete.

SMS & Text Message Communications:

By providing your mobile phone number to Danville Pediatrics Medical Group, PLLC, you consent to receive SMS/text messages from our office related to your child's care. Message frequency may vary depending on your child's care needs and appointment schedule. We do not send marketing messages without separate consent. By consenting, you accept the risks associated with SMS communication. By providing your number and opting in, you confirm you are the parent or legal guardian and authorized to receive messages regarding the child's care. You may opt out at any time by replying **STOP** to any text message or **HELP** for assistance. You can also call our office at 859.236.1080. Standard message and data rates may apply. Danville Pediatrics Medical Group, PLLC is not responsible for carrier charges. Delivery of SMS messages is subject to your mobile carrier's availability. We are not responsible for delayed or undelivered messages. We may update SMS messaging terms at any time. Continued participation indicates acceptance of updated terms.

Telehealth:

Telehealth visits are subject to clinical appropriateness and may have limitations compared to in-person exams. This will be at the individual providers discretion.

Privacy & HIPPA:

We protect your child's medical information in compliance with HIPAA. Please refer to our **Notice of Privacy Practices** for full details on how information is used and

Acceptance of Terms:

By scheduling an appointment, signing registration forms, and/or receiving services from **Danville Pediatrics Medical Group, PLLC**, you (the parent or legal guardian) agree to these Terms of Service on behalf of yourself and your child.