

LAKESIDE PEDIATRICS OFFICE POLICY

SCHEDULING

Well Child/Routine visits are essential to health, preventative pediatric care. It is best to schedule 3-6 months in advance to allow for preferences of provider/day/time. To schedule appointments: you can schedule through the Patient Portal or call 802-860-1928 and selection option 2 for the Front Desk.

PRESCRIPTION REFILLS

Please give our Nurses a 24-hour notice for all prescription refills. We do not accept any refill requests during non-business hours. To request a refill you may use the portal or call: 802-860-1928 and select option 4.

REFERRAL REQUESTS

Some insurance companies require a referral before your child has a visit with a specialist. If your child needs a visit with a specialist, please check with your insurance company prior to your visit so that we may complete any necessary paperwork. You may request a referral through our portal or call: 802-860-1928 select option 1.

AFTER HOURS

Our normal business hours: Monday-Friday 8:30am-5:00pm, however if you feel you have an urgent matter that should not wait, please call the office at 802-860-1928 and our Night Nurse Triage Service will assist you.

APPOINTMENTS

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

Missed/Cancelled: If you need to cancel an appointment, please provide at least a 24-hour notice. If you miss or cancel 3 appointments without prior notification to our office, you may be dismissed from the practice.

PATIENT PORTAL

Every patient/family will have access to medical records, generate immunization records, review visit history or see upcoming appointments, schedule appointments, pre-checkin for visits and send a secure email message to Lakeside Pediatrics. All health questionnaires for visits are accessible through the patient portal with CHADIS. The questionnaires on CHADIS provide us with some of the information needed to identify any potential issues early and provide you or your child with the best possible care. An email or cell phone number will be required from parents/guardians **AND** children/adolescents ages 12 and up to have access to our portal, please be prepared to offer that before the next visit.

BILLING FOR PORTAL MESSAGES AND PHONE CALLS

The healthcare system has not evolved its payment plans to reflect the shift in care to more online services. We wanted to let you know that we will be submitting billing to your insurers for portal messages and phone calls **based on the time we spend attending to them**. Many or most of you will not see any of this billing, as Medicaid will not pass it along to patients, and many of our patients are in insurance programs that pay us a monthly management fee instead of fee for service. If your insurers do not cover these bills, we apologize – please feed back to them that they should pay for these services. If our billing creates a financial hardship for you, please call us to discuss.