



Aiea Pediatrics, LLC

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99-080 Kauhale Street, C-22

Aiea, Hawaii 96701

(808) 487-1600

Policies and Procedures

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.

1) **Appointment Policy**

In the interest of making the best use of your time and ours we work by appointments. We ask that you arrive on time for your appointment and always call to schedule an appointment rather than just walking in (or bringing your child along with a sibling already scheduled). We will do our best to accommodate you and your child the best we can. Urgent needs always receive our immediate attention and may set us behind in our schedule; for this we ask your understanding and thank you.

- a) **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 and the fee for the visit will be owed by the patient or their guarantor. We do not want time spent on administrative requirements to limit your time with the doctor.
- b) **Schedule an appointment by calling 808-487-1600.** We encourage all patients to schedule an appointment. Walk-in patients are offered any open appointment times that are available within the normal business hours and on a first come first served basis. We cannot guarantee any wait time for walk-in patients as scheduled appointments have priority with seeing the Doctor.
- c) **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.
- d) **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.
- e) **Late arrivals (>15 minutes after scheduled appointment) will be offered the next available appointment.** In these cases, a no-show charge 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.

f) **Turn off cell phones in the office and examination rooms.**

2) **Aiea Pediatrics LLC Appointment Cancellation and No Show Policy**

In order to better serve all our patients and families we are asking that you give us at least 24 hours notice should you need to cancel your child's appointment, especially a well child visit. This will allow other families access to that appointment slot.

Patients/families who fail to keep or cancel their scheduled appointment will be charged \$25.00 for the first missed appointment and increase by \$10.00 for every instance this happens thereafter. Appointments cancelled the same day may also be subject to a \$25.00 fee. This fee will be owed by the patient at their next scheduled visit. We understand that situations come up that are out of our control and we are happy to work with you, if you communicate with us. However, this issue raises a financial loss and costs the practice to maintain these missed scheduled times. We need to work together to maintain a successful practice.

In the event you are counted as a “No Show” to an appointment, we will discuss the missed appointment with you at the next visit, reminding you of our policy. If there are three or more “No Show” appointments, your relationship with our practice may be terminated and we will send you a final bill for any outstanding balances.

3) **Financial Obligations and Co-Payments.**

We make every effort to hold down the cost of your health care and we believe our fees are fair and in line with others in our area. **As a patient, you are responsible for your bill or co-payment at the time of services rendered.** It costs us money to send out our patient statements. As you understand this is a cost of running a business, we do reserve the right to charge you a statement fee of \$10.00, if we have to send you multiple statements for the same service date because you did not pay your co-payment at the time of your appointment or in a timely manner.

If you have insurance, please bring your insurance card to **each** visit. Some companies pay fixed allowances for certain procedures, and others pay a percentage of the charges. You should become very familiar with the specificity of your coverage, exclusions, deductibles and co-payments for sick and well child care visits. We will assist you in obtaining the largest reimbursement to which you are entitled. We must stress that financial responsibility for our service rests with the patient and his/her family, regardless of any insurance coverage.

4) **Prescription Refills and Insurance Referrals.**

Requests for prescription refills and insurance referrals may be called in to our office during normal business hours. We ask for at least 2 working days to process these requests, although most requests will be processed in less time.

When requesting insurance referrals please have the following information ready before calling our office:

- a) Patient Name
- b) Patient's Date of Birth
- c) Insurance Company Name
- d) Patient's Insurance ID Number
- e) Specialist's Name
- f) Specialist's Phone and Fax Number
- g) Appointment Date and Time with Specialist

5) **Record Release Policy.**

If, for any reason, you require a copy of your child's medical records, a signed record release form must be completed with our office. We will fax your records via our electronic medical records system unless specifically requested otherwise. We charge \$20.00 for each paper copy of your child's records.

- a) **Schools Forms/Letters and Vaccination Records.** Requests for school forms and letters such as Form-14 and excuse letters may be called in to our office during normal business hours. We ask for at least 2 working days to process these requests, although most requests will be processed in less time. Please call our office before coming to pick up the requested documents to verify they are ready for pick up.

6) **Professional Courtesy.**

We will at all times try our best to help every person and patient that comes into our office. We make every effort to answer questions, fulfill requests and make your visit with our office as comfortable as possible. Due to emergencies and/or unforeseen circumstances we may run behind schedule. We request your patience, courtesy, and understanding. If for any reason, we feel that you are acting in a disrespectful manner towards the Staff or anyone else present in the office we will discuss the matter with you and make a note in your record. If such incidents occur repeatedly, we reserve the right to request that you find another Physician.

7) **Contact Person.**

The person to contact for further information or comments concerning our privacy practices is:

Dr. Brent Tamamoto
Aiea Pediatrics LLC
(808) 487-1600
contact@aieapediatrics.com

Effective Date: February 1, 2011

In an effort to help save our natural resources a copy of Aiea Pediatrics LLC Policies and Procedures will be kept on file and available for viewing in our office at 99-080 Kauhale Street Aiea, Hawaii 96701. You may ask a staff member at any time for access to the Policies and Procedures. A copy of the Policies and Procedures may be obtained upon request.