

# FAIRVIEW PEDIATRICS, LLC

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## **Fairview Pediatrics Office Policies and General Information**

Thank you for choosing Fairview Pediatrics as your family's pediatric healthcare provider. We are a premier pediatric group practice that has been providing quality care to pediatric and adolescent patients in Western Massachusetts since 1976. Because we believe that the best service is possible when there is a friendly, mutual understanding between patient and doctor, we would like to familiarize you with our office policies and services. Please take the time to read through this information completely, and feel free to keep this copy for your records, in order to avoid any misunderstandings or conflicts. Additional information about our practice can also be found on our website, [www.fairviewpeds.com](http://www.fairviewpeds.com), or our Facebook page.

### **Office Hours**

Monday/Tuesday/Thursday 8:00am to 6:00pm  
Wednesday/Friday 8:00am to 5:00pm  
Saturday: Urgent Care/Same Day appointments only, 8am-12pm  
Sunday: Closed

Our office hours may occasionally change due to the provider's time off or other reasons. We start answering our phones at 8:00am each day when the office is open. Please be aware that after 5:00pm on weekdays and on Saturday mornings we are open for urgent care appointments but have limited staff available. If you are calling regarding a routine matter, please try to call during normal business hours.

### **COVID-19**

Our office follows CDC COVID-19 guidelines. Currently, masks are not required but are encouraged to be worn if a person is experiencing sick symptoms.

### **Holiday Hours**

Our office is closed on the following holidays:

|                |                   |                                          |
|----------------|-------------------|------------------------------------------|
| •New Years Day | •Independence Day | •Thanksgiving Day/Day after Thanksgiving |
| •Memorial Day  | •Labor Day        | •Christmas Day                           |

### **Inclement Weather**

Our office may occasionally close due to inclement weather. While we understand that this may pose an inconvenience, our priority is the safety of our patients and our staff. We will make every effort to contact you if your appointment needs to be cancelled due to inclement weather.

### **Well Visits**

For continuity of care, it is very important that we routinely see your child for their annual well visit. All children ages 2 and over require a yearly well visit. We will not provide prescription refills or treat ongoing medical conditions without a yearly well visit. Schools, camps, and sports programs will require medical forms for participation, we cannot complete these forms unless a physical has been completed in the preceding 12 months.

### **Appointments**

All patients are required to schedule an appointment to be seen by a provider. If more than one child needs to be seen, an appointment is needed for each child.

We reserve appointments each day for patients who are sick or injured. We recommend calling as early in the day as possible if you feel that your child needs to be seen. You will be transferred to our triage nurse voicemail, where you will leave a brief message for the nurse. Calls are answered in the order they are received. During periods of high call volume, such as Monday mornings, the day after a holiday, or during flu season, we ask for your patience when our phone lines are busy. We will get to your call as soon as we possibly can.

If you need to cancel or reschedule an existing appointment, please call as soon as possible, and at least 24 hours before the appointment, so that we may use the time for the needs of our other patients. Appointments cancelled with less than 24 hours' notice will be considered a No-Show.

For each of the first two late cancellations or no-shows in a calendar year, your account will be charged a \$15.00 fee. Three or more no-shows within a 6-month period will result in the family being discharged from our practice. If you are a new patient to the practice and miss your first appointment, we will reschedule this one time. If the second scheduled new patient appointment is missed, you will be discharged from the practice. If your family is discharged, you will be notified by mail, and you will have 30 days to find another pediatrician. During this 30-day period, we will provide emergency care only. We prefer to avoid discharging families from our practice, we ask that you please call our office before this becomes an issue to discuss ways that we can help you to keep your appointments.

We respect your time and make our best effort to honor our appointment schedule. However, occasional disruptions do occur due to the nature of our practice. We will do our best to inform our patients of any known delays, and we will give your child the same care and attention as soon as possible. Your patience and understanding is appreciated.

Just as we strive to adhere to our appointment schedule, we ask our patients to do the same. In consideration of our other patients, **we will reschedule your routine appointment if you are more than 10 minutes late.** Patients that are more than 10 minutes late for a sick visit will be seen in the next available appointment slot, which may involve a long wait.

As a courtesy, we will call to confirm all physical exam appointments one week prior to the appointment. All other appointments will be confirmed one business day prior to the appointment. While we are glad to provide this service, parents/guardians are still responsible for keeping track of their child's appointments. If we fail to reach you to confirm an appointment, you are still expected to either keep the appointment or to cancel/reschedule in a timely manner.

We routinely mail reminder postcards reminding you when it is time to schedule your child's next physical exam appointments, usually 2-3 months before your child is due for his/her next appointment. Again, this is a courtesy-parents/guardians are ultimately responsible for keeping track of their child's appointments. Please keep in mind that appointments for physical exams are booked out at least 1-2 months, and the wait time may be longer in the summer months, when demand for physical exam appointments is highest.

### **Preparing for Your Visit**

Please bring your health insurance card and any applicable copay with you to your visit. Copays not paid at the time of the visit are subject to a \$15.00 service fee. We do not collect copays for physical exam appointments, as most insurances do not require a patient copay for these types of visits. If your insurance does require you to pay a copay for your child's physical exam, we will bill you for the copay, but you will not be charged the \$15.00 service fee.

It is the policyholder's responsibility to make sure that one of our providers is named as your child's primary care physician (PCP) on your health insurance policy prior to the appointment. In cases where we are not your child's PCP, your appointment may be cancelled, at the office's discretion. We may not reschedule the appointment until we can verify that we are your child's PCP. If the appointment is kept, you will be responsible for payment for the services provided.

Minor patients (under the age of 18 years) should be accompanied by their parent or guardian at all appointments. We know that it is sometimes difficult to make arrangements for a parent or guardian to be present at an appointment, but it is important to have the patient's parent or guardian present when making treatment decisions in order to provide the best possible care for your child.

Please bring your child's current medications (including medications prescribed by other doctors, over-the-counter medications, and herbal supplements), or a detailed medication list, to all appointments. It is very important that your child's provider is aware of all of your child's medications when making treatment decisions.

We may ask you to fill out multiple documents at your child's appointment. We do this for the following reasons:

- **Billing/Demographics/Administrative Documents:** We ask you to review, amend, and sign a demographics form annually, in order to ensure that our contact information for your family is correct, and to ensure accurate billing. If this office policy is amended, we will distribute a copy to all of our patients at your next office visit following the amendment date. There are also several financial or legal forms that may be required, depending on the type of visit and your insurance.
- **Developmental Forms/Questionnaires:** These forms are used at well child appointments to help our providers and the patient's family to discuss concerns or questions you may have. As your child's pediatrician, it is very important that we provide guidance in every aspect of your child's growth and development. While you may feel that some questions on these forms may be sensitive, our only motive is to understand your family's situation and to provide any support that we possibly can.
- Most forms are available through your MyChart account. If you do not have access to this, please ask one of our staff members to sign you up. Please note, once a patient turns 13, they will need to have their own MyChart account, and these visit forms will need to be filled out by the patient.

### **Cellular Phone Use**

While we understand that emergencies arise and some calls must be taken, we ask that cell phones and other electronic devices be turned off while you are in our office. Texting, games, and answering calls cause distraction to the staff and providers and inhibits our ability to provide proper care to your child. We need your full attention.

### Prescription Refills

- Our office has a **48-hour turnaround time** for all prescription refill requests; parents/guardians and patients are expected to keep track of all medications and plan accordingly.
- Refills are only processed during **normal business hours**, and not during evenings, weekends, or holidays. If your refill request is received after 3:00pm, it may not be processed until the next business day.
- Due to the volume of prescription refill requests processed daily, **we do not call patients** to inform them that their prescription is ready-unless you are informed otherwise, your prescription will be ready 48 hours after we receive your refill request.

### School, Camp, Sports, and Medication Forms

Some important things to keep in mind for form completion:

- There is a 5-7 business day turnaround time for form completion. During periods when we are receiving a large volume of forms, the turnaround time may be longer. Please plan accordingly.
- Forms are completed in the order that they are received.
- We do not have staff available to complete forms during our evening hours or on weekends.
- If your child has not had a physical exam in the last 12 months, we will not be able to complete your child's form until he or she is seen for a physical exam. When you drop off a form, we will check the date of your child's last physical exam.
- Please complete all parent portions of the form **before** you drop it off to our office. This is especially important **for MIAA High School sports forms**.
- For medication forms, please write the name, type, and strength of the medication to be dispensed to your child on the form. For example: "Ibuprofen 200mg tabs", not just "Ibuprofen." The medication form, by law, has to state exactly what medication is being dispensed, and your child's school nurse can only dispense a medication exactly as described on the form.
- If your child comes in for a physical exam and you have a form (or forms) that you need completed, please give them to the medical assistant right away. The medical assistant completes most of the form, not the provider. If you have more than one form needing completion, we may not be able to complete all forms at the visit, depending on the length and complexity of the forms.
- We are not able to accommodate same-day requests for forms. When you enroll your child in a camp, school, childcare, or sports program, you will most likely be required to provide proof of your child's last physical exam and immunization status, at minimum. If you are not given a form, ask where you can get one, or what forms the program/school requires. Planning will avoid your child missing school, camp, or sports while waiting for a form to be completed.
- **We do not fax completed forms without a signed release from the parent.** We prefer that the parent/guardian picks up the completed form.
- We can send completed forms via MyChart or e-mail.

### Billing

- **Collection Policy:** If there is no attempt to arrange payment on your outstanding balance after three statements have been mailed, your account will be sent to collections. Please ask to speak to someone in our billing department to arrange a payment plan if needed. It is always our goal to collect payment here at the office. In the case of an account being in hard collections, the practice reserves the right to only see the patient for illness purposes.
- **Returned Check Policy:** A fee of \$30.00 will be applied to your account for all returned checks. This fee will be expected to be paid at the time of your next visit or the next billing statement, whichever comes first.
- It is always the parent's/guardian's responsibility to understand the coverage your child's health insurance policy provides and its referral authorization process. Our billing department is happy to answer any questions or provide any assistance we can regarding understanding your health insurance policy.

### Food and Drink

For the comfort and safety of our patients and their families, please do not bring food or drink into the waiting room or exam rooms. Due to many of our patients having food allergies or sensitivities, food left behind or residue left on chairs and tables could pose a very serious danger to a person with a food allergy. Food and drink debris also interferes with our ability to provide a clean and safe environment for our patients.

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We hope that this information is helpful to you. While this document outlines most of our office policies, it is not all-inclusive. The management team at Fairview Pediatrics reserves the right to override these policies as they see fit, and can add to, revise, or amend this document at any time.

Sincerely,

*The Staff and Providers at Fairview Pediatrics*