

SOUTHERN OREGON PEDIATRICS

OFFICE POLICY AND HOURS

VISIT OUR WEBSITE AT WWW.SOPEDS.COM

Office Hours

Southern Oregon Pediatrics is available to our patients 24 hours a day by phone or by appointment. We are open for appointments Monday through Friday 8:30 a.m. to 7:00 p.m., Saturdays from 9:00 a.m. to 5:00 p.m., and Sundays from 12:00p.m. to 5:00p.m. After hours, weekends, and holidays there is a triage service available for questions or concerns that you may have regarding your child by calling 541-789-4096. Our answering service will answer our phones after business hours and route you to the appropriate person, either to a registered triage nurse or the physician on call.

If you find you must cancel your appointment, we would appreciate that you inform us at least **24 hours before** the scheduled appointment time. We reserve the right to dismiss a patient for repeatedly failing to keep the appointment without calling to cancel or continually rescheduling appointments on short notice.

After Hours

Southern Oregon Pediatrics provides telephone advice to all of our patients during our business hours listed above as well as after hours. All phone calls are answered and triaged for urgency. Urgent calls are responded to immediately by the triage nurse, and all other phone calls are returned in a timely manner within 24 hours of when the call was placed.

Fees and Financial Policies

As a courtesy to you we will bill your primary insurance, and also your secondary, if the appropriate information is provided to us at the time of service. It is ultimately your responsibility to follow up with them to make sure your account is paid. We require copays at the time of service, and are able to accept cash, checks, Visa, and Mastercard. We will, however, accept payments over period of time if arrangements have been made in advance with our business office or clinic supervisor. You are responsible for any unpaid balance by your insurance company.

Prescription Refills

Please call your pharmacy at least 2 working days in advance when a prescription requires refilling. This will allow sufficient time for the pharmacy to contact the doctor for his/her authorization to refill your prescription. If your prescription requires it be on paper then please allow us 1-2 business days to complete this for you by calling our office at 541-789-4096.

I have read and agree with the above policy:

Patient Name: _____ Date of Birth ____/____/____

Parent/Guardian _____ Date _____