



Durant Road Pediatrics Office Policy

Appointment Policy - please plan to arrive 15 minutes prior to your appointment time to fill out some forms. If you are more than 15 minutes late, we will do our best to accommodate you, however on certain days it may be necessary to reschedule your appointment so as to not inconvenience other patients who arrive on time.

Cancellation Policy - Missed appointments can be very disruptive to our office and deprive others from making an appointment to see the doctor. 24hour cancellation notice is required to avoid an office fee of \$20.

Forms and Prescription Refills - please give us 48 hours to refill your prescriptions and a week to complete forms. Please try and request medication refills during normal clinic hours.

Payments - we participate with most major insurance companies.

Claims are filed as a courtesy. Please bring your insurance card at each visit. You will be asked to verify your information at each visit. Enquiries regarding specifics of your insurance coverage should be directed to your plan member services or your employee benefits administrator.

Insurance coverage is not a substitute for your financial obligation for services rendered. Payment for copays, deductibles and all non-covered services is expected at the time of service. For divorced/separated families, the parent authorizing treatment and bringing the child to the appointment is responsible for payment of services rendered.