

After hours/phone call policies

Phone calls: After business hours, Dr. Cangas, or a covering Pediatrician, will be available 24/7. All phone calls, during or after hours, are handled by a registered nurse as a first line of contact. Dr. Cangas is made aware of each and every phone call. Please note that, while you may see charges for phone calls on your billing statements, this fee should not be passed on to you. Many physician groups are beginning to bill for phone calls pertaining to patient care, since they take both physician and nurse time to answer. Some of these charges are being recognized and paid by insurance companies. However at this time we are not passing any additional cost to you the patient. If you receive a bill in error please call our billing company @ 939-1193 or 877-748-7030.

After Hours: Please call 888-424-4113. For after hours care, we recommend using Emergency Room staffed with a Pediatrician. (St. Anthony's, St. John's, St. Louis Children's, or Cardinal Glennon Children's).

Medication requests:

Antibiotics: Due to increases in antibiotic resistance seen globally, phone calls requesting them will generally not be honored. If you feel your child is ill enough to require antibiotics, please make an appointment so we can determine if he/she does need them and which one would be appropriate.

Other: As above, prescribing medication over the phone is not considered a safe practice. While this may have been acceptable in years past, today's medicine does not allow for such practices. This is for the protection and safety of your child.

Billing/Collections

If you receive a bill that does not match your Explanation of Benefits (EOB) from your insurance carrier, please contact our billing company. If you are not happy with their explanation or the service they provide, please contact our office.

Balances are due upon receipt of your bill. If you cannot pay in full, please make monthly payments or contact us for options. Failure to make at least monthly payments will lead to collections. You will be responsible for collection agency fees, as well as your original balance, and any legal fees if litigation is necessary. Additionally, we will not be able to see your children if your account is in collections. If you have any questions or concerns about your bill, balance, or making payments, please contact our billing company

With 'healthcare reform', there will be many changes forthcoming. We will do our best to stay up to date on what each insurance plan covers. However, we suggest contacting your insurance company prior to a visit if you are unsure of how the plan is going to pay.

Fees

All fees cash or credit only. No checks.

Missed Appointments: \$50.00

Returned Check: \$25.00

Record copy/transfer: \$10.00 (plus 20cents/page for printed)

Forms (FMLA or those not filled out at an appointment): \$5.00

Vaccines: It is your responsibility to determine if your insurance pays for vaccines. Any charged incurred will be your responsibility.

01/01/2011