



Mamoon Mahmoud, MD **Valerie Agbeko, MD**
Melissa Dean, PA-C

740 South New St. Dover, DE 19904
Phone 302-674-0222
Fax 302-674-0200

The entire staff at ABC Pediatrics would like to thank you for choosing us and welcome you to our family. It is our goal at ABC Pediatrics to provide you with outstanding services, support, and communication regarding your child's needs. We strive to provide an environment that is encouraging, well-informed, enjoyable, and sincere. The providers and staff at ABC Pediatrics all share a common mission and possess the desire to make a difference in the lives of children and feel fortunate to have the opportunity to do the work they love. For your convenience, we've included a patient registration form, a medical history form, a medical release form and a proxy form for you to complete before your child's appointment. You will also find a copy of our privacy and financial policies for you to keep for your records.

Please read all forms thoroughly so that you are informed about the agreements you are signing, and ask any questions to better help us serve you and your family.

Additionally, some other pieces of information are needed at your child's appointments.

- Copy of driver's license
- Copy of the front and back of your insurance card and/or Medicaid card
- As always, Please remember co-pays are due at times of service

Sick Appointments – We do our best to schedule same-day sick appointments for any of your child's immediate problems. We have walk-in sick appointments available from 7:30–8:30 am Monday through Friday. Our phones turn over at 7:30 am for patient calls, it is best to call early to schedule as the day fills up quickly. Other non-urgent medical concerns and/or consultations should be pre-scheduled in order to provide adequate time. Please call us as early in the day as possible to schedule an appointment for your sick child. We are happy to schedule for multiple siblings, just let us know at the time of the phone call. Some days are busier than others, so please try to call early!

Well Appointments – Our busy seasons for physicals/well child exams are summer and fall. We normally schedule 3–4 weeks out. Please allow for this when you are scheduling. Appointments for 2 children are more difficult to schedule, so allow 4–6 weeks when calling to set up appointments for more than one child.

NEW PATIENT CHECKLIST

- Make sure Dr. Mahmoud or Dr. Agbeko are listed as the Primary Care Physician (PCP) with your insurance company. (This is VERY important to ensure you don't end up with a bill)
- Arrive 15 minutes prior to your appointment time in order to complete the necessary paperwork.
- You should try your best to bring a current shot record for any type of well appointment and insurance cards to all appointments.

WHAT SHOULD I BRING TO MY APPOINTMENT?

It is our policy to verify your demographic and insurance information at each visit to help insure your claims are processed quickly and correctly. Although it may seem burdensome to you, it is extremely important to our billing process.

Please present your insurance card and co-pay at sign-in for each visit. If you do not have a current insurance card, you will need to get all billing information prior to your appointment for us to bill your visit. If we do not have the card or the billing information your account will be considered private pay. Please see Financial Policy for further details. If any information has changed since the last visit (insurance, address, phone number) you will need to fill out new registration and update our records. Please do your part in helping us by informing us of any change as soon as possible.

Cancellations – Please call at least 24 hours in advance to cancel an appointment. We are a busy practice, and this will enable us to make use of this time for sick children. Please make note that due to legal ramifications and as part of our office policy, we may not be able to continue providing services for patients who consistently fail to keep scheduled appointments. We understand that situations arise in which you must cancel your appointment. It is therefore requested that if you must cancel your appointment, you provide more than 24 hours notice. This will enable for another person who is waiting for an appointment to be scheduled in that appointment slot. With cancellations made less than 24 hours notice, we are unable to offer that slot to other people. Office appointments which are cancelled with less than 24 hours notification may be subject to a **\$40.00** cancellation fee. We understand that special unavoidable circumstances may cause you to cancel within 24 hours. Fees in this instance may be waived, but only with management approval. Our practice firmly believes that good Physician/Patient relationship is based upon understanding and good communication. Questions about cancellation and no show fees should be directed to the Billing Department.

No Shows – Please make note that due to legal ramifications and as part of our office policy, we may not be able to continue providing services for patients who consistently fail to keep scheduled appointments. Patients who do not show up for their appointment without a call to cancel their office or procedure appointment will be considered as a **NO SHOW**. Patients who no-show two(2) or more times

in a 12 month period will be placed on a probation list. Your appointment will be overbooked and you will have to wait. **Patients who no show during the probationary period, may be discharged from the practice, thus being denied any future appointments.** Patients may also be subject to a **\$40.00** no show fee.

The cancellation and no show fees are the sole responsibility of the patient's guarantor and must be paid in full before the patient's next appointment.

CAN I JUST HAVE A PRESCRIPTION?

Antibiotics are powerful medications for specific infections and can sometimes be overused. It is our physicians policy not to prescribe medications over the phone if we have not seen your child for the specific illness/problem. If you have an existing prescription that requires a refill, **please call at least 48 hours in advance** to request the refill. The physician will OK the refill or contact you for additional information. Patients on continual medications will require rechecks every 3 months as directed by their Physician.

WHAT IF MY CHILD NEEDS TO SEE A SPECIALIST?

Our staff can provide a line of communication with your insurance company to obtain referrals and authorizations necessary for your child's care. In order for the referral process to go smoothly, please do the following:

- You must first see one of our doctors for the problem. (The doctor will send a message to one of our care coordinators. They will schedule appointment and send all pertinent information to the specialists office. They will call you with all information. If you are unable to keep scheduled appointment, it is your responsibility to call specialists office and reschedule. If an authorization is necessary, you must call our office back with necessary information and we will put in for an authorization with your insurance company.)
- Know and understand your insurance.
- Which hospital(s) / laboratory / x-ray facility can you go to?
- Are you required to have a referral in order to see a specialist? To have diagnostic testing done?
- Who are the doctors / therapists / home care facilities that your insurance plan has in network?

Physical Forms

During the summer and beginning of the school year, physical forms flow into the office consistently on a daily basis. For this reason, we request that you give 1-2 weeks to allow for any forms you need to be completed. (We recommend that you have a form filled out at your child's yearly physical and keep a copy for your own record to use throughout the year as its requested by school, daycare, athletic programs etc. This will save you time and save us from filling out multiple forms for the same children) If you are a parent that likes to stay a step ahead, please keep in mind all children playing sports in the fall, winter, or spring will need an Interscholastic sports physical form filled out before they are allowed to play or practice. Please make an attempt to obtain this form sometime during the summer rather than scrambling for a form at the last minute and taking the chance of not meeting the deadline.

MEDICAL RECORDS

If transferring to another office, please sign a records release for outgoing records in our office. We will make a summary of your child's chart and send them to the new physician free of charge as a professional courtesy. Please allow 2-3 weeks for processing.