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## FINANCIAL POLICY - 2013

1. Co-Payments and personal balances are due at the time of service regardless of who brings in the child. (This includes divorced parents, grandparents, older siblings, nannies, babysitter, etc.)
2. We accept VISA, MasterCard, Discover, Diners Club, cash and personal checks. Should any checks be returned, there will be a \$25 fee applied to the account to cover the bank's fees.
3. **Please note that if you do not present us with an active insurance card, you may be required to pay for the visit in full at the time of service.**
4. If we are unable to obtain eligibility within 60 days, any balances will be applied as a personal balance and collected from the account holder.
5. If our office is not notified of any insurance changes within 30 days of filing a claim, the account holder will be responsible for the charges.
6. Claims denied by the insurance companies will be billed to the responsible party. If there are any questions you may dispute them with your insurance company.

As the parent or legal guardian of the child designated as the patient, I hereby authorize the above named physicians and /or their medical representatives to perform the required medical treatment considered advisable for the patient. I realize that no guarantees can be made as to the eventual outcome of the medical treatment advised or performed.

Please note that the written authorization will be required for the parent or legal guardian allowing anyone other than the immediate family to bring a child to this office to be examined by a physician.

I authorize the release of medical information on the patient to the insurance company for the purpose of filing insurance claims.

## REVIEW OF OFFICE POLICIES - 2013

Our office is open from 830-1230 and 130-430 daily and at 8am on Saturdays for URGENT CARE visits only.

We are available to speak with you via phone as our schedule permits in between patients, but know that we will return your call before we leave the office. Sometimes these calls occur after we finish seeing patients, which may be after business hours.

We try our best to make appointment reminder calls. This is a courtesy and you are ultimately responsible for your child's appointment. A fee may be assessed with a missed appointment.

Each child requires his/her own pre-scheduled appointment. We DO NOT accept WALK-INS or any unscheduled ADD-ONS.

All vaccines, immunizations and weight checks require an appointment, despite not being seen by the doctor.

We always need to see your insurance card(s) at the time of service. Please review the Financial Policy.

We require the following time frames for the applicable service. Please allow ample time when requesting the following:

- Triplicate prescriptions - 24 hours
- School physical forms, camp forms, etc -72 hours
- Copies of medical records - 14 business days