Patients who are not accompanied by a parent or guardian
For unaccompanied patients, non-emergency treatment will be denied unless charges have been preauthorized to an approved credit plan: Visa/MasterCard (including debit cards), Discover, cash, or check at the time of service.

Missed Appointments
Missed appointments are very disruptive to our office. They also deprive others from an appointment to see the doctor. If you repeatedly miss scheduled appointments, you may be asked to seek medical care elsewhere. *Please be courteous to those patients who need to be seen.*

Returned check fees
A $40.00 processing fee will be charged for checks returned as insufficient funds, stop payment on an issued check, or checks drawn on a closed account. The charge is applied to your personal account balance and must be paid within 14 days of notification to avoid further action. Any family that has a history of more than 2 returned checks for insufficient funds will require cash or approved credit card payments for all visits thereafter.

Delinquent Accounts
If a large bill is anticipated and financial arrangements needs to be made, a payment program may be arranged with our Practice Administrator prior to your visit. Failure to resolve any past due accounts, including returned checks, will result in referral to a collection agency. Any family whose account is forwarded to a collection agency will be dismissed from our practice. If you are on a plan that requires you to be assigned to a Primary Care Physician (PCP), then a copy of the dismissal letter will be sent to the insurance company so they will know to reassign you to another PCP.

Transferring of Medical Records
Because there are frequent changes in health insurance coverage and participating providers, it is often necessary for patients to ask that their medical records be transferred to another physician's office. A medical summary, list of immunizations, and growth chart(s) can be provided at no charge. Otherwise, there will be a $20.00 administration fee for each child's record to be transferred.

Nurse Fee
Any procedures performed by the lab nurse (strep screens, lab work, hearing and vision, etc…) that do not require a face-to-face visit with the physician will incur a nurse fee in addition to the procedure performed. All appropriate co-pays will apply.

All patients are asked to please check-out before leaving the office. It is unlawful to intentionally walk out without satisfying your financial obligations after treatment has been rendered. Thank you for understanding our Financial Policy. Please let us know if you have any questions or concerns.

Cell Phones and Audio/Video Recording Policy When you step into our office, your child's healthcare is our number one priority. That is why we ask that you please refrain from using your cell phone once you enter the office and for the remainder of your visit. If you must take a call or have important calls to make, please step outside to do so. **No audio or video recording of any kind for any reason is allowed in the office.**

Parents agree to turn off or silence all cell phones/equipment upon entering the clinical area and in exam rooms. Use of cellular equipment interferes with the wireless technology utilized within the office. The doctor/medical provider reserves the right to terminate the interaction if parent or legal guardian/patient uses their cell phone.

Kennesaw Pediatrics, P.C. has a ZERO tolerance policy against aggressive behavior, unreasonable expectations, bullying, profanity, lying, and verbal abuse towards our staff from our patients and their family members. Any display of this behavior will be subject to being terminated as a patient from this office.

HMO or POS plans REQUIRE you to call your insurance carrier today (or prior to today) and have your PCP officially changed to Dr. Mark Long/Dr. Briana Brugner/Kennesaw Pediatrics. This will allow today's charges to be covered by your insurance plan.

Signature: _____ **Patient(s) Name:** _____