



Congratulations on your new baby!

Welcome to A Plus Pediatrics and thank you so much for giving us the opportunity to participate in your child's care. We are excited to be a part of the Clermont community. To better serve you, please read thoroughly and fill out our welcome packet.

Our providers are Dr. Angeles Otero, Dr. Melissa Valentin, Dr. Tonia Barton, and Rachel Zakhary, ARNP. All doctors are board certified and can see newborns and patients who are hospitalized at South Lake Hospital. More seriously ill children will be handled by the pediatric hospitalist service at Arnold Palmer, Florida Hospital and Nemours Children's Hospital.

We know that you are busy with your newborn, but we want to let you know how important it is to be sure your baby gets added to your insurance plan ASAP. This can sometimes become complicated and insurance carriers are using a clause in their policies, which allow them to deny charges and even refuse to add your baby to your policy if you and your employer do not complete all the paperwork in a timely manner. You must verify that your insurance company has the baby in their computer system with correct name and date of birth. Also, if your insurance is an HMO or requires you select your doctor, please make sure Dr. Angeles Otero, Dr. Tonia Barton or Dr. Melissa Valentin is chosen. We recommend keeping a log of dates, times and full names or obtain a reference number each time you contact your insurance company.

Office visits are by appointment only. In order to minimize waiting room time, it is difficult to accommodate walk-in visits to our schedule, however, we do want to emphasize that our goal is to provide you with the timeliest service possible. We will always try to schedule our urgently sick patients within the same or, at the latest, by the next business day. We do have evening hours until 7 pm to help those whose jobs may pose some scheduling challenges. We kindly ask you give us a 24-hour notice if you're not able to keep your appointment. Multiple No Shows will be subject to discharge. Our office hours are the following:

Monday - Wednesday 8:00am - 7:00pm
Thursday 7:30am - 7:00pm
Friday 8:00am - 5:00pm
Saturday 9:00am - 1:00pm Closed on Sunday and most Holidays

For telephone calls, our office policy is to answer all messages within the same business day. After hours phone calls that are of an urgent nature will be handled by a doctor from our office or a doctor from South Lake Pediatrics. For these urgent matters you can reach an on-call doctor at (352) 235-5132 (We share on-call with affiliate doctors and they all have EMR access to your history if needed). For appointments, refills, billing matters or non-urgent medical questions please call during regular office hours. Please note that it is our office policy not to call in prescriptions for illnesses that the patient has not recently been seen for, such as antibiotics.

Stay up-to-date by following us on Facebook, visiting your child's patient portal account and our website at www.apluspeditriacs.net

Again, thank you for choosing A Plus Pediatrics.



WELCOME

Today's Date ___ / ___ / _____

Please Print

Patient Name: _____ Patient DOB: ___ / ___ / _____

Patients Preferred first name: _____ Sex _____

Patient social security number ___-___-___ Siblings who are also patients here _____

Address of Patient: _____

Race/Ethnicity _____ Language spoken at home _____

Mother/Legal Guardian: _____ Father/Legal Guardian _____

DOB ___ / ___ / _____ SS# ___-___-___ DOB ___ / ___ / _____ SS# ___ / ___ / _____

Home Phone (____) _____ - _____ Home Phone (____) _____ - _____

Cell Phone (____) _____ - _____ Cell Phone (____) _____ - _____

Work Phone (____) _____ - _____ Work Phone (____) _____ - _____

Email _____ Email _____

Which phone number and email would you like as your primary contact (email will be for the secure patient portal for you to access patients health information)? _____

If parents are Divorced, who has legal custody? _____

Please give names and Relationship of anyone besides the above named legal guardian who has permission to bring your child in for medical treatment (the below mentioned person(s) you authorize to have access to the patient medical records).

Is it okay to leave messages and lab results on your primary number? Yes No

Medical Insurance Information

Primary Insurance

Insurance Company Name _____ Insurance phone number _____

Name of POLICY HOLDER _____ Policy Holder's : SS# _____

Policy Holder's: DOB _____ Policy # _____ Group # _____

Employer: _____

Secondary Insurance (if applicable)

Insurance Company Name _____ Insurance phone number _____

Name of POLICY HOLDER _____ Policy Holder's : SS# _____

Policy Holder's: DOB _____ Policy # _____ Group # _____

Employer: _____

How did you find out about A Plus? _____



Patient History

Patient Name: _____ Nickname(if any): _____

Date of Birth ___/___/_____ Gender: ___Male ___Female Race/ethnicity _____

Please circle : Is patient adopted Yes/ No Allergies to Medication_____

Birth History

Name and Location of Delivery Hospital: _____ Was it a vaginal delivery? _____

Where there any problems during pregnancy/delivery (please state)? _____

Did the mother smoke/drink alcohol/ use drugs or medications during pregnancy? _____

Was the baby more than 2 weeks premature or late(if so how many weeks)? _____

What was baby's weight at birth? _____ Any problems during nursery stay? _____

Social History

Name and age of mother _____ Name and age of Father _____

Name/age and sex of all siblings _____

Who lives with patient? _____

Please circle: Are parents married/ divorced/ separated Are there any smokers in the home? _____

Is patient on any medications (OTC or prescription) or supplements? _____ If "Yes" please list _____

Are there any home/domestic problems? _____



Medical/ Family History

Please check off whatever medical condition patient or family member has had (please state what relationship to patient example: sister, maternal grandmother etc...)

- | | | |
|-----------------------------|------------|-----------------|
| Wheezing/Asthma | __ patient | __ family _____ |
| Eye/Vision problems | __ patient | __ family _____ |
| Hearing Loss | __ patient | __ family _____ |
| Frequent Ear infections | __ patient | __ family _____ |
| Eczema/skin problems | __ patient | __ family _____ |
| Allergies/ Hay Fever | __ patient | __ family _____ |
| Anemia/Bleeding disorder | __ patient | __ family _____ |
| Diabetes | __ patient | __ family _____ |
| Seizures | __ patient | __ family _____ |
| Kidney/Bladder problems | __ patient | __ family _____ |
| High Blood Pressure | __ patient | __ family _____ |
| ADD/ADHD | __ patient | __ family _____ |
| Liver problems | __ patient | __ family _____ |
| Mental/ Psychiatric Illness | __ patient | __ family _____ |
| Alcohol/Drug Abuse | __ patient | __ family _____ |
| Thyroid disease | __ patient | __ family _____ |
| High Cholesterol | __ patient | __ family _____ |
| Sudden/Unexplained Death | __ patient | __ family _____ |
| Heart Disease | __ patient | __ family _____ |
| genetic/inherited diseases | __ patient | __ family _____ |
| cancer | __ patient | __ family _____ |
| autism/aspergers | __ patient | __ family _____ |
| Other _____ | __ patient | __ family _____ |

Has your patient ever been prescribed a nebulizer machine? _____

Has anyone in the family had a heart attack/heart disease under the age of 50(who)? _____

Has Patient ever been hospitalized (please give date and illness)? _____

Has Patient had any surgeries (please give date and type of surgery)? _____



Financial Policy

- 1) New patient welcome packets must be completed prior to your being seen by the doctor. Verification of information will be updated on a yearly basis for established patients.
- 2) A Plus Pediatrics only bills insurance companies for which we are contracted providers. Please provide us with a current insurance card. You must notify us of any changes to your insurance prior to being seen by the doctor. If we cannot verify your insurance benefits you will be required to pay at the time of service or we will need to reschedule your visit.
- 3) We are required by our insurance contracts to collect co-pays or deductibles (if applicable) on the day of visit. Fees for tests and vaccines not covered under your insurance plan will also be collected on the day of service. Any shots that are in a series (i.e. Antibiotic or Allergy shots), may require a co-pay for each shot visit.
- 4) Managed Care and HMO insurance companies each have many different rules and regulations. Each also varies greatly on what visits, tests, vaccines, or procedures they cover. Because we participate in many plans, we cannot be responsible for ensuring your compliance with your insurance company rules. It is your responsibility to make sure you understand the terms and limitations of your insurance policy.
- 5) For new babies most insurance companies require that you add the baby to the policy within 30 days of his/her birth. Please call your insurance company to verify that the baby has been added to the policy prior to the visit to prevent any delays in medical care.
- 6) If your insurance carrier requires you to select a PCP, you must ensure that you have chosen us as your PCP prior to being seen. If you have not done so, let the office staff know so that we can assist you in this. If a claim is denied because you failed to select us as your PCP, you will be responsible for the claim.
- 7) Your insurance carrier is required to remit payment or provide a written response within (30) days of receipt of the claim. If a problem occurs with your claim, you will be asked to assist in resolving the issue.
- 8) If there are extenuating circumstances and you are unable to pay at the time of service, you may speak with the office manager and set up payment arrangements, but all arrangement balances are due in full 90 days from the date of service.
- 9) If for some reason your account becomes past due/delinquent, we will take the necessary steps to collect this debt. This may include referral to a collection agency or attorney; you will be expected to pay all collection and legal fees incurred. This may lead to discharge from the practice and you will be given 30 days' notice to establish medical care and during that time A Plus Pediatrics will only provide emergency care.

Print Name and Sign _____ / _____

Date _____



Consent and Authorizations

Patient Name: _____ DOB _____ Today's Date _____

Parent/Legal Guardian Name _____ Signature _____

I the undersigned, hereby authorize A Plus Pediatrics to render medical care to my child (self if over age 18). I authorize payment of medical benefits directly to A Plus Pediatrics and/or the attending physician for services rendered.

_____ Signature of Parent/Legal Guardian/Person responsible for account

I the undersigned, have received A Plus Pediatrics "HIPAA _ Notice of Privacy Policies" detailing how my information may be used and disclosed as permitted under federal and state law. I authorize use/disclosure of information to coordinate and /or manage my child's (my if over 18) healthcare and any related services. I authorize A Plus Pediatrics to call my home or mail to my home any items that assist in the practice of carrying out treatment, payment and healthcare operations. I further understand that I have the right to request restrictions as to how my health information may be used or disclosed and that A Plus Pediatrics is not required to agree to these requested restrictions but if they do, the office is bound by this agreement.

_____ Signature of Parent/Legal Guardian/Person responsible for account

I the undersigned have received A Plus Pediatrics "Financial Policy" and agree to abide by the terms set forth. It is my responsibility to provide A Plus Pediatrics with all necessary information to file insurance claims and to notify the office of any changes in coverage prior to any visits. I understand that my insurance policy is a contract between myself and my insurance company and that I am ultimately financially responsible for charges not covered by the policy. I understand it is my responsibility to know my insurance coverage and benefits including contracted laboratories/hospitals where my child may receive care. I understand that all co-pays, deductibles or patient percentages are due at the time of services rendered. I will assist in the collection of my insurance benefit should there be a delay in payment. In the event that my account becomes delinquent and must be turned over to a collection agency, I agree to pay any and all costs of collection including attorney fees.

_____ Signature of Parent/Legal Guardian/Person responsible for account



Notice of Privacy Policies

As Required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA)

This notice describes how health information about you or your child (as a patient of A Plus Pediatrics) may be used and disclosed. We are dedicated to maintaining the privacy of your and/or your child's protected health information. At each visit to our office, an encounter form with all of the necessary information that is used to diagnose and treat you/your child will be added to the patient's medical record. Also, a bill will be created that will be sent to your insurance company for reimbursement of services rendered. Phone calls are also added to your medical records.

We may disclose you/your child's Health Information in the Following Ways

1) For Treatment: including labs, prescriptions, consultations with other health care providers, communication with health professionals that contribute to your care, appointment reminders, review of other treatment options/alternatives, available health benefits/services, business associates (such as radiology, ER or labs who are also required to safeguard your information), evaluation and improvement of care and quality of care. We may release your information to family and friends whom you have indicated in writing as directly involved in your child's care.

2) For Payment: Eligibility status, insurance billing (includes disclosure of diagnosis, procedures and supplies used), other third parties documented as responsible for costs.

3) For Legally Authorized Entities: Public Health institutions, Health Oversight Agencies (investigations/audits), FDA, Organ procurement organizations, Law Enforcement agencies, legally approved and authorized research institutions, court orders lawsuits and subpoenas.

4) Other: Funeral directors, workers compensation, obtaining interpreters when necessary, education of health professionals.

A Plus Pediatrics is required by law to maintain your privacy and we will not use your protected health information, without your authorization, in ways not covered under this notice. We reserve the right to change our practices and make new provisions effective for all protected health information we maintain. We will post a copy of your current notice in our office and you may request a copy of our most current Notice of Privacy Policies at any time.

We do request that you keep us updated to any change to your contact information to ensure delivery to the correct address, phone number and email.

You have the right to: 1) Inspect and receive a copy of your health records. 2) Amend your/your child's health records if you believe it is incorrect or incomplete (in keeping with HIPAA policies) . 3) Obtain an accounting of disclosures of the health records. 4) Request a restriction or revocation of health information records.

Please make requests in writing to our Privacy Officer, if you have any questions the privacy officer may be contacted by calling our office at (352) 557-4965.

If you believe your privacy rights have been violated, you can file a complaint with our privacy officer and/or with the Office for Civil Rights/ US dept of Health and Human Services at:

200 Independence Ave, S.W.
Room 509f, HHH Building
Washington D.C. 20201



Late Arrival Policy

Our doctors, medical assistants, and staff aim to make your visit a pleasurable one. In our efforts to make your visit more comfortable and to minimize your wait time, our office has implemented a late arrival policy. If a patient is more than 15 minutes late for their appointment, you will be given the option to wait for the next appointment with the available provider or you may be rescheduled to another day. This is to ensure that the patients who arrive on time for their appointment do not wait longer than necessary. If you are late, we will try to accommodate you as best as possible, but we cannot compromise on the quality and timely care provided to our other patients.

Making and Keeping Appointments

When you make your appointment, please be sure to let our receptionist know the nature of your visit (ear pain, rash, complete physical, etc.). Also, please let us know at the time you schedule your appointment if you have multiple questions/concerns so we can allow enough time for your visit.

No Show Policy

Please kindly give us notice by 8 am to reschedule or cancel your appointment for the same day. Cancellations may be left on our voicemail overnight. **Multiple "No Shows" may result in termination** of physician-patient relationship; this will be determined by the doctor.

The doctors and staff at A Plus Pediatrics truly appreciate your compliance and understanding with this policy so that we can continue to provide excellent medical care as well as excellent customer service.

Patient(s) Name _____

Parent Signature _____ Date _____