

Robert H. Strashun, M.D.

Financial, Appointment & Health Form Policies

PLEASE TURN OFF CELL PHONES IN THE WAITING & EXAMINATION ROOMS.

The doctor will not be able to examine your child if your cell phone is not turned off. *We appreciate your cooperation.*

We are committed to providing you with the best possible care. Your clear understanding of our various policies is important to our professional relationship with you.

- All patients must complete our patient information forms before seeing the doctor.
- **You must present your insurance card at every visit.**
- Co-payments will be collected at check-in. The parent with the child at the time of the visit will be expected to pay the co-payment. If your co-payment is not paid at the time of service, there will be a \$10.00 service charge if the co-payment is not received within one week of the visit.
- If we cannot verify your insurance coverage, payment is due at the time of the service unless other arrangements have been made in advance. We are willing to discuss our fees with you at any time.
- There is a \$25.00 charge for all returned checks.

Missed Appointments

- There is a \$25.00 charge for missed appointments if we are not notified of the cancellation at least 24 hours ahead of the scheduled appointment.
- **Please be aware that missing 3 appointments will result in the dismissal of your family from the practice.**

Insurance

Your insurance policy is a contract between you and your insurance company. **It is your responsibility to know what is covered under your specific plan.** We do not become involved in disputes between you and your insurance company regarding covered charges, deductibles, co-payments, etc., other than to provide factual information as necessary. We may accept your insurance upon receipt of proper documentation and verification of insurance coverage. Once your insurance company has paid its portion of your bill, any remaining balance is due within 30 days, and you are responsible for the timely payment of your account (see *Delinquent Accounts*). Your financial responsibility is determined by the rules of your insurance company, which we are obligated to follow.

Diagnostic testing (including labs, hearing & vision screening, etc.) is an important part of your child's wellness and sick visit exams. These tests are sometimes not covered services under insurance plans or may be applied to a deductible or co-insurance. It is your responsibility to know what benefits are available under your insurance plan.

Delinquent Accounts

A \$10.00 monthly billing charge may be added to patient accounts that are 30 days or older. Any past due balance not paid within 90 days will be turned over to a collection agency, and this will result in your dismissal from our practice. Any charges and fees resulting from this action, including collection agency fees, will be added to your account balances and will be your responsibility.

We understand that families may have financial hardships, therefore we do offer payment plans. Please contact our office for more information.

Appointment Policy

- **Please arrive early.** Allow time for parking and check in.
- **Schedule your appointment by calling 314-991-1217.** We do not accept walk-in appointments. Appointments are given on a first-available basis. We are unable to honor requests for specific appointment times.
- **Patients who arrive on time are seen at their appointment time,** ahead of those who arrive late. If you arrive late, we may need to abbreviate or reschedule your child's visit.
- **Late arrivals (>15 min. after scheduled appointment) may need to be rescheduled.** We will do all that is possible to accommodate you as soon as possible, however the first available appointment may or *may not* be on the day the appointment was missed.
- **The \$25 missed appointment charge will be waived if you contact the office at least 24 hours prior to your appointment.**
- **Please be aware that missing 3 appointments will result in the dismissal of your family from the practice.**

Appointments for additional children must be made by phone prior to coming to the office. If you would like another child to be seen, please schedule appointments for both children prior to arriving at our office.

Health Form Policies

- **The charge for completion of forms not brought in at the time of your child's appointment is \$10 per form.** The front office staff does not have the authority to alter, reduce or change these charges.
- **Insurance companies do not reimburse for form completion.**
- **Blank forms will not be accepted.** Forms will only be accepted for completion if the patient's name, birthdate, and other information have been completed. **Turnaround time for form completion is usually less than 2 days.** While every effort is made to complete forms as quickly as possible, **we cannot guarantee completion of forms by a particular date.** Parents are strongly advised not to wait until the last moment to review the paperwork needed for their child's program or school.
- **Forms are completed for only those patients whose accounts are in good standing.** Delinquent accounts must be brought current before forms will be released.
- **Most forms require the information to be based on an examination performed within 12 months of the date the form is completed.** No form will be completed for any patient who has not had a physical examination in our office in more than 24 months. Please be aware of the requirements on the form you are submitting.
- **Physical examination requires vision and hearing screening.** We regret that we cannot certify a child fit for any program without appropriate testing.
- **Forms are completed based on examinations performed by Dr. Strashun only.** Exams performed by other providers, such as urgent care centers, will not be signed by Dr. Strashun. We are unable to complete forms based on any information provided by these facilities.

YOUR PATIENT CENTERED MEDICAL HOME

Welcome to Your Medical Home

When it comes to health care, you are seeking wellness, recovering from illness or managing a chronic condition. It is a cycle of staying well, getting well, and being well. If you deal with these health situations in a long-term relationship with a trusted doctor, then you've found your Patient-Centered Medical Home. Think about it. Your personal provider and an extended team of health professionals build a relationship in which they know you, your family situation, your medical history and health issues. In turn, you come to trust and rely on them for expert, evidence-based health care answers that are suited entirely to you or to your family.

A Medical Home is all about you

Caring about you is the most important job of your Patient Centered Medical Home. In this personal model of health care, your primary provider leads the team of health care professionals that collectively take responsibility for your care. They make sure you get the care you need in wellness and illness to heal your body, mind and spirit.

The Medical Home advantage

There are many benefits to being in a Medical Home:

- Comprehensive care means your medical home helps you address any health issue at any given stage of your life.
- Coordination of care occurs when any combination of services you and your provider decide you need are connected and ordered in a rational way, including the use of resources in your community.
- Continuous care occurs over time and you can expect continuity in accurate, effective and timely communication from any member of your health care team.
- Accessible care allows you to initiate the interaction you need for any health issue with a physician or other team member through your desired method (office visit, phone call, or electronically) and you can expect elimination of barriers to the access of care and instructions on obtaining care during and after hours.
- Proactive care ensures you and your provider will build a care plan to address your health care goals to keep you well, plus be available for you when you get sick.

Who is your Medical Home team?

Your team may include a doctor, nurse practitioner, licensed practice nurse, medical assistant or health educator, as well as other health professionals. These professionals work together to help you get healthy, stay healthy, and get the care and services that are right for you. When needed, your personal doctor arranges for appropriate care with qualified specialists.

We want to learn about you

- We want to get to know you, your family, your life situation, and preferences, and suggest treatments that make sense for you.
- We want to treat you as a full partner in your care.
- We want to communicate effectively with you.
- We want to give you time to ask questions and we want to answer them in a way you understand.
- We want to make sure you know and understand all of your options for care.
- We want to help you decide what care is best for you. Sometimes more care is not better care. We want to ask you for feedback about your care experience.

We want to support you in caring for yourself

- We want to make sure you develop a clear idea of how to care for yourself.
- We want to help you set goals for your care and help you meet your goals one step at a time.
- We want to encourage you to fully participate in recommended preventive screenings and services.
- We want to give you information about classes, support groups, or other types of services to help you learn more about your condition and stay healthy.

Here is what you can do

Actively participate in your care

- You are the most important member of the medical home team.
- Understand that you are a full partner in your own health care.
- Learn about your condition and what you can do to stay as healthy as possible.
- As best you can, follow the care plan that you and your medical team have agreed is important for your health.

Communicate with your Medical Home team

- Bring a list of questions to each appointment. Also, bring a list of any medicines, vitamins, or remedies you use.
- If you don't understand something your doctor or other member of your medical home team says, ask them to explain it in a different way.
- If you get care from other health professionals, always tell your medical home team so they can help coordinate for the best care possible.
- Talk openly with your care team about your experience in getting care from the medical home so they can keep making your care better.