

Office & Financial Policies

Revised 2026

INTRODUCTION

Welcome to **Beaches Pediatrics**. Our mission is to provide compassionate, evidence-based pediatric care in a warm, family-centered environment. We combine personalized attention with modern technology to ensure your child receives the highest quality care.

When your child is sick, we offer **same-day appointments**. Urgent concerns are accommodated immediately to help you avoid unnecessary emergency room visits.

These policies outline our office procedures, financial expectations, and communication guidelines. By signing this document, you acknowledge and agree to the policies of Beaches Pediatrics.

APPOINTMENTS & SCHEDULING

Scheduling

Appointments may be scheduled:

- By phone during business hours
- Online through our website at www.beachspediatrics.com

You may select the appointment type, provider, and available time slots.

Arrival

Please arrive **10 minutes early** to update insurance and demographic information.

Late Arrivals

Patients arriving **more than 15 minutes late** may be asked to reschedule to avoid delays for other families.

Cancellations & No-Shows

To serve all families efficiently:

- Cancellations must be made **at least 24 hours in advance**
- Late cancellations or no-shows may incur a **\$50 fee**
- Repeated missed appointments may result in dismissal from the practice

PATIENT INACTIVITY & RE-ESTABLISHMENT POLICY

A patient is considered **Inactive** if they have **not been seen for 3 years** for any clinical visit (well, sick, telehealth, or follow-up).

Inactive patients:

- Are removed from the active patient panel
- Cannot request refills, forms, or portal medical advice
- Must schedule a **Re-Establishment Visit** or **New Patient Visit**
- Must update all demographic, insurance, and consent forms

Medical records remain available and are retained according to Florida law.

COMMUNICATION & AFTER-HOURS CARE

Office Hours

Monday–Thursday: **8:30 AM – 5:00 PM** Friday: **8:30 AM – 12:30 PM**

Phone Calls

Our nursing team returns calls based on urgency. Please leave a detailed message to help us respond appropriately.

After-Hours

An APRN is available after hours for **urgent medical concerns only**. Please call the main office number and follow the prompts.

Do **not** use the after-hours line for:

- Medication refills

- Routine questions
- Scheduling
- Paperwork requests

Emergencies

If your child is experiencing a **life-threatening emergency**, call **911** or go to the nearest emergency room immediately.

PATIENT PORTAL POLICY

The patient portal is intended for:

- Reviewing records
- Accessing lab results
- Requesting non-urgent refills
- Sending brief, non-urgent messages

Portal messages are answered within **2 business days**.

Do **not** use the portal for:

- Urgent medical concerns
- After-hours questions
- Complex medical discussions
- New symptoms requiring evaluation

TELEHEALTH POLICY

Telehealth visits are available for appropriate conditions and require:

- A stable internet connection
- A private environment
- Verification of patient identity

- Consent for telehealth services

If technical issues occur, the visit may be converted to a phone call or rescheduled.

SOCIAL MEDIA POLICY

Beaches Pediatrics uses social media to share general health tips, office updates, and community information. These platforms are **not** used for medical care or private communication.

No Medical Questions on Social Media

For your child's safety, we cannot answer medical questions through Facebook, Instagram, or any other social media site. Please call the office or use the patient portal for all medical concerns.

No Patient Information Online

To protect your child's privacy:

- We will never discuss a patient's medical information online
- We will not confirm whether someone is a patient
- We may remove comments that include personal health details

Comments and Community Rules

We welcome positive and respectful interaction. We may remove comments that include:

- Medical misinformation
- Personal health information
- Profanity or disrespectful language
- Advertising or spam

Direct Messages

Messages sent to our social media accounts are **not monitored for medical issues**. You will receive a reply directing you to call the office or use the patient portal.

Photos and Tagging

Families may choose to tag our practice in posts. However:

- We will not share or repost patient photos without written permission
- We may remove tags to protect privacy

Educational Content Only

Anything we post is for **general information only**. It should not be used to diagnose or treat any condition. Always contact your child's provider for medical advice.

MEDICAL RECORDS & CONFIDENTIALITY

We follow all HIPAA and Florida privacy laws.

Records may be released without written consent only when required by law, including:

- Suspected abuse
- Court orders
- Insurance billing
- Emergency medical care
- Coordination with other treating providers

Access to Records

You may request:

- A copy of your child's medical record
- A summary of care
- Transfer of records to another provider

Fees apply per Florida statute.

FORMS, LETTERS & NON-COVERED SERVICES

Many administrative services are **not covered by insurance**. Fees include:

- School, camp, or work letters: **\$25**

- Immunization/college forms: **\$25**
- Sports physicals: **\$25 at well visit; \$50 otherwise**
- FMLA/disability paperwork: **\$75**
- Chart reviews or consultations: **\$200 per 15 minutes**
- Paper medical records: **\$1/page first 25 pages, then \$0.25/page**

Turnaround time is **3–5 business days**. Rush requests may incur additional fees.

PAYMENT & INSURANCE POLICIES

Payment

Payment is due **at the time of service**. We accept credit cards and checks.

Insurance

We participate in many commercial and Medicaid plans. It is **your responsibility** to:

- Verify that we are in-network
- Understand your benefits
- Know your copay, deductible, and coinsurance

INSURANCE IS A CONTRACT BETWEEN YOU AND YOUR INSURANCE COMPANY. WE WILL NOT BECOME INVOLVED IN DISPUTES BETWEEN YOU AND YOUR INSURANCE COMPANY. YOU ARE RESPONSIBLE FOR THE TIMELY PAYMENT OF YOUR ACCOUNT. YOU ARE RESPONSIBLE FOR THE PAYMENT OF ALL NON-COVERED SERVICES AS WELL AS UNMET INSURANCE DEDUCTIBLES.

Balances

Outstanding balances must be paid before scheduling additional visits unless a payment plan is arranged.

Delinquent accounts may be sent to collections, including applicable fees.

BEHAVIOR & SAFETY POLICY

We maintain a safe, respectful environment for all families and staff.

The following may result in dismissal:

- Abusive or threatening behavior
- Repeated no-shows
- Failure to follow medical recommendations that endanger the child
- Fraudulent insurance activity

MINORS & GUARDIANSHIP

A parent or legal guardian must accompany any patient under 18 unless a signed authorization is on file.

The accompanying adult is responsible for payment at the time of service.

VACCINATION POLICY

Beaches Pediatrics follows the immunization guidelines recommended by the **Centers for Disease Control and Prevention (CDC)** and the **American Academy of Pediatrics (AAP)**. Vaccines are a critical part of preventive pediatric care and protect children, families, and the community from serious infectious diseases.

We strongly recommend that all children receive vaccines according to the CDC/AAP schedule. During well visits, our providers will review your child's immunization status, discuss the benefits and risks of vaccines, and answer any questions you may have.

Families Who Choose to Decline or Delay Vaccines

We understand that some families may choose not to vaccinate due to personal, medical, or religious beliefs. **Beaches Pediatrics does accept non-vaccinating and partially vaccinating families.**

If you choose to decline one or more vaccines:

- You will be asked to sign an **AAP-based Vaccine Refusal Form** at each well visit
- Your provider will review disease risks, vaccine benefits, and alternative precautions

- Your child may be excluded from school, daycare, camps, or activities during outbreaks
- Additional visits may be required for medical clearance, forms, or illness evaluation

We respect your right to make medical decisions for your child. Our role is to ensure you have accurate information, understand the risks of vaccine-preventable diseases, and maintain appropriate documentation.

Ongoing Care

Beaches Pediatrics will continue to provide care to families who decline vaccines as long as:

- The Vaccine Refusal Form is signed when required
- Families understand the additional risks and responsibilities
- Communication remains respectful and collaborative

Our goal is to partner with all families—vaccinating and non-vaccinating—to support the health and well-being of every child in our practice.

ACKNOWLEDGMENT

I have read and understand the Beaches Pediatrics Office & Financial Policies. I agree to abide by these policies as a condition of receiving care.

Patient Name: _____ **Parent Name:** _____

Signature: _____ **Date:** _____