



5303 Plaza Dr  
Suite 106  
Hopewell, VA 23860  
Office: 804-520-0002  
Fax: 804-520-2259  
[admin@caldwellpediatrics.com](mailto:admin@caldwellpediatrics.com)

## Practice Policies

### Attendance Policy

All patients must be signed in at the scheduled time of their appointment. If a patient arrives **15 minutes** AFTER their appointment time, they will be required to **RESCHEDULE**.

It is important to call the office to cancel appointments if you are unable to keep them. Any patient that misses **3 or more** appointments without calling (**No Show**) will be **DISMISSED** from the practice.

### Payment Policy

Due to the continuing changes in the healthcare industry, we would like to provide you with our practice billing policies and how they relate to you. Please be advised that this is a private practice setting; and although we bill many insurance companies, the parent or legal guardian (unless the child is over the age of 18) is responsible for any charges not covered by the insurance.

**\*All patients are required to have insurance cards AT THE TIME OF VISIT or they will be considered SELF-PAY and charged a fee before services are provided and billed for any outstanding balance.**

**Lab work and hospital procedures:** Please be advised that many insurance companies require you to go to a certain lab and/or hospital. You will be responsible to pay your bill if you go to a lab and /or hospital that is not covered by your insurance carrier. Please check your insurance company to see where you should go for these services.

**If we do not participate with your insurance carrier:** The patient is responsible for payment in full at the time of services, no exceptions will be given. We will gladly provide you with the necessary information for you to submit to your insurance company for reimbursement.



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**Insurance that requires Primary Care Physicians:** If you have an insurance company that requires a Primary Care Physician to be chosen, it is your responsibility to be sure that it is correctly listed. We will not be able to see you at the schedule time if the PCP is not correct.

**Co-pays and Co-Insurance:** If you have insurance that requires a co-pay or co-insurance, the amount due must be paid at the time of service.

**If you do not have insurance coverage:** Payment must be made at the time of service. In many cases, our staff can refer you to the appropriate program to receive assistance so that you may initiate the process for healthcare coverage for your child.