



Dr. Ruth Bernardez-Tan

OFFICE POLICY

Welcome to RAINBOW CHILDREN'S CLINIC, P.A. where caring for children is what we do best! Thank you for choosing Dr. Ruth A. Bernardez-Tan as your child's Primary Care Provider (PCP). Our staff is committed to providing you with the best medical care in a professional, child-friendly, warm and caring environment. Outlined below are our office policies. In order to better serve you, please take time to read and understand them. If you have any questions, please approach any of our office staff.

APPOINTMENTS: As a courtesy to our patients, we will call to remind you of your appointment. However, it is your primary responsibility to make sure that every appointment is kept. You must call 24 hours in advance to cancel your appointment, so that your space may be given to another patient. You may be discharged from the clinic because of repeated "no shows". A patient who is more than 15 minutes late may need to reschedule or wait until all patients with appointments have been seen.

MEDICAL RECORDS: When requesting medical records to be released to you, you must be listed as a responsible party and submit a valid picture identification card. There is a \$25 fee for medical records and a \$10 fee for immunization cards. However, records can be sent directly to a requesting facility free of charge, provided you have completed and signed a records release form.

ACCOUNTS: Full payment is due at the time of service. We accept cash and credit cards (Visa, Mastercard)

INSURANCE: It is your responsibility to know your insurance benefits. If for any reason we are unable to verify eligibility or coverage benefits or obtain necessary authorizations, non-emergency visits may be denied. For MEDICIAD patients, a current Medicaid card should be presented at each visit.

CONDUCT: The following actions are not allowed at Rainbow Children's Clinic: Writing on walls and bathroom walls, pulling down pictures, wall fixtures, wall boarders, office chairs or damaging office property in any way. The use of profanity, threatening words, or behavior use, appearance, or smell of alcohol, illegal drugs, marijuana or cigarette smoking openly displayed fire arms or weapons, clothing with offensive pictures or wording. Any display of inappropriate affectionate or sexual behavior in the office or waiting area.

PHYSICIAN-PATIENT RELATIONSHIP

THE CLINIC RESERVES THE RIGHT TO TERMINATE THE PHYSICIAN-PATIENT RELATIONSHIP AT ANYTIME.

Again, thank you for choosing Rainbow Children's Clinic and welcome to our clinic!

Parent/Guardian Signature

Date