

Coastal Pediatric Medical Group, Inc.
Office Policies and Patient Responsibilities - updated January 13, 2026

Patient's Name: _____ Date of Birth: _____

Parent / Guardian Name: _____

INSURANCE & PAYMENT RELATED POLICIES

1. Terms and Conditions: Your insurance policy is a contract between you and your insurance company. You are responsible for knowing your policy's terms and conditions. Coastal Pediatrics will attempt to verify eligibility and benefits as a courtesy, but we cannot obtain exact payment details until the claim is processed.
2. Contracted Insurance Plans (All plans): as proof of coverage, an insurance card must be presented prior to treatment. If benefits cannot be verified, your payment will be expected at the time of service.
3. Copayments: Due at the time of service. We cannot legally waive co-pays, even if you were seen the day prior.
4. Deductibles: After your insurance claim has been processed, you will be responsible for any amount until your deductible is met (if that applies).
5. Insurance Claims: We will submit to your insurance carrier a claim for all services rendered and will accept their contracted payment. You will be advised of breach of contract if your insurer doesn't honor that claim in 45 days.
6. Well Child Checks (physicals): Your insurance may cover only the preventative care parts of your child's physical. If your child is sick or requires further evaluation during a Well Child Check, you may incur additional charges.

APPOINTMENT RELATED POLICIES

1. Appointments: Our office sees patients by appointment only. This is true for vaccine visits as well. If you are more than 15 minutes late for an appointment, it may have to be rescheduled.
2. No-Show Appointments: Always call our office to cancel or reschedule any appointment. You will be charged a \$80.00 fee for any no-show or any cancellation within 24 hours of the appointment.
3. If you do not cancel your appointments appropriately, we reserve the right to change the way you are able to schedule appointments. You may also be discharged from our practice.
4. Returned Checks: A \$35.00 fee will be charged for any returned check.
5. Delinquent Accounts: All delinquent accounts will be reported to a collection agency after 60 days.

FAMILY RELATED POLICIES

1. Co-parenting / divorced parents: Parents are responsible for communicating with each other about their child's care (directly or through an app such as Talking Parents). We do not notify the other parent about appointments scheduled by one parent, nor do we provide updates to the absent parent.
2. One parent present: We assume parents have already agreed on the care being provided. We are not responsible for disagreements between parents, including for vaccines or procedures. If you are unsure of your co-parent's position, we suggest you communicate before the visit.
3. Legal documents: You are responsible for keeping custody or court documents current and on file with our office.

VACCINATION RELATED POLICIES

1. Vaccinations protect children from very serious preventable diseases. To ensure the health and safety of all our patients, we require that all children in our care are vaccinated. If you prefer not to vaccinate your child, we kindly ask that you seek another pediatric practice that better aligns with your preferences.
2. Vaccination Visit: If you have concerns about vaccines, please schedule a dedicated vaccination visit. Well Checks do not allow enough time for in-depth discussions. If your child is on a delayed or catch-up schedule, a visit with the physician is required to ensure vaccines are given correctly and on time. (I.e. not "nurse visit" or "immunization only")
3. CAIR (CALifornia Immunization Registry): We are legally required to enter your child's immunizations into CAIR. Let us know if you would like the record to be "locked" so that only our office can review your child's record.

MEDICAL RECORDS

1. Medical Records: A fee will be charged for the copying and release of a patient's medical records. This is in accordance with California law (Health & Safety Code §123110). We charge \$40/chart to mail them, or you can pick them up in either office for \$25/chart. Coastal Pediatrics has 14 days to provide the records.

PHOTOS & VIDEOS

1. Photos: We do not allow any photos, videos, phone calls, video calls, to be taken during patient care without directly asking our physician. Photos with our physician are almost always fine if you ask!
2. We recommend you bring photos or videos that concern you into the office. These may be of rashes or of episodes (fits or tantrums or seizure-like activity). We certainly also appreciate seeing how rashes evolve and seeing behaviors you may catch that we may not otherwise see during an office visit. These can be important documentation of a problem.

PRESCRIPTIONS & REFILLS

1. Medications are sent electronically at the end of our morning or the end of day. We expect you to sign up for pharmacy alerts and always call the pharmacy first if there is no alert.
2. Refills can be initiated by calling the pharmacy. This ensures the refill happens correctly and by the original prescribing physician. If significant difficulties arise, please leave a message for our Medical Assistants (MAs).
3. Refills will be done during weekdays unless they are for emergency medications (albuterol, epinephrine, or insulin). Even with these meds, we expect you to keep up on medication counts and when refills are due.
4. Outside of appointments, do not ask the doctor for medication refills via email or otherwise. This helps prevent prescription errors, allows for proper documentation and allows for another doctor to help, if need be.
5. Keep up with appointments as asked. The frequency of visits are determined by the physician and may be every month (for ex. mental health issues), every 3 months (for most chronic medical issues and prescriptions like asthma and stable ADHD), or every 6 months (for birth control).
6. Controlled medications are tricky. Please ask for refills days ahead, help us find a way to send a 90 day prescription when possible, and keep up with your appointments. If you know the doctor is worried about your child's weight and you haven't seen us for 3 months, you should start by making an appointment so we can be sure the prescription is still appropriate. If you have cancelled or rescheduled multiple appointments, we will not refill controlled substances.

ANCILLARY SERVICES - ANNUAL ADMINISTRATIVE FEE, FORMS, LETTERS, REFERRALS, LABS

1. Annual Administrative Fee: The Annual Administrative Fee is for non-medical services that are not paid by insurance. It is due each February, prorated for new families who join later in the year, and is not billable to insurance. The fee is non-refundable for any reason, including insurance change or relocation.
2. Form Fees. Commonly requested forms (school and camp enrollment, sports clearance forms, school medication authorizations, temporary readmission to school after injury or concussion, etc.) have an associated \$20/simple form or \$50/complicated form fee. Fees are waived if Annual Administrative fee has been paid. Completion may take up to 7 business days. Expedited forms (within 2 days) incur an extra \$20 fee, even if you have paid the Annual Admin Fee.
3. Complicated Forms: Some forms (ex. FMLA, IHSS, military, adoption) require an appointment with a physician to complete. These appointments are required annually and the appointment is not waived by the payment of the Annual Administration Fee. Please bring two copies of the form to your appointment (one blank and one filled out as best you can), and speak with your HR department or caseworker before the visit.
4. Form Requirements: Your child must have had a Well Check / physical within the past year for forms to be completed. Medical clearance (such as for sports or camps) is not guaranteed. If a form cannot be completed due to medical concerns, the form fee is not refundable because physician review has already occurred. However, once the issue is resolved, the form will be completed without an additional fee.
5. Letters on official letterhead: Letters (such as medical necessity letters, appeals, accommodations, or equipment requests) have a minimum fee of \$50. This fee is waived if the Annual Administrative Fee has been paid.
6. Referrals: Referrals will be processed within two weeks, although we aim for sooner than that. If a non-urgent referral is being requested, please contact us in two weeks if you haven't received a call about the next step.
7. We make every effort to notify families of all lab and study results, whether normal or abnormal. However, if you do not hear from us, please do not assume that "no news is good news". This is not our policy with the few exceptions of Strep Cultures and STI testing.

(Initial) _____ Office Policies and Patient Responsibilities: I have read and agree to the above policies.

(Initial) _____ Privacy Notice of Acknowledgement: I have received Coastal Pediatrics' Privacy Notice.

Patient / Guardian Signature: _____ Date: _____