



900 South 52<sup>nd</sup> Street Suite 200  
Rogers, AR 72758  
Ph: 479-254-1100 Fax: 479-254-2997  
[www.harveypediatrics.com](http://www.harveypediatrics.com)

Welcome to Harvey Pediatrics! We know that choosing a pediatrician is an overwhelming process and we thank you for giving us the opportunity. Below is some useful information about our clinic.

- ❖ Clinic Hours: Monday through Friday 8am to 5pm.
- ❖ Phones are answered Monday through Friday from 8am to 4:30pm.
- ❖ Outside of clinic hours, we work in cooperation with Arkansas Children's Hospital. They offer Kids Care, which is a triage call center. If you need medical advice for your child after hours, call our office at 479-254-1100 to be transferred to the call center.
- ❖ If you need assistance during business hours, you may call our office and leave a message for a member of the nursing staff.
- ❖ MISSED APPOINTMENT POLICY: At Harvey Pediatrics, we strive to give you appointments that are most convenient for you and your family's schedule. In response, we ask you contact us at least 24 business hours prior to your appointment time in the event you are not able to keep the appointment. When we have 24 business hours advanced notice, we are able to provide appointments to other patients in need.
  - For every missed appointment, a \$50 fee can be charged to you. Insurance companies and Medicaid will not cover this cost and will not be billed.
  - After the 3<sup>rd</sup> missed appointment within a 12 month time period, we will ask that you find another pediatric clinic, as we will not be able to accommodate your scheduling needs.
  - We do recognize that there are circumstances when a 24 hour notice isn't possible. We will evaluate these instances on an individual basis.
- ❖ We offer prenatal visits to answer any questions or concerns, especially since prenatal work can ease the transition to nursing. We accept most insurance companies and can assist you with determining your lactation benefits.
- ❖ Lactation visits for anything other than educational visits are billed under the child for which the services are provided.
- ❖ Please contact our billing department for any questions related to your account.
- ❖ When your child is in for a well-child visit and another medical problem is addressed that requires a referral to a specialist, a change in medicine, a diagnosis and prescription, etc., then the appropriate sick office visit along with the well child visit will be billed to your insurance.



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- ❖ Developmental screens are conducted at certain well visits. The questionnaire can be completed online or in the office. Some insurance companies do not reimburse for this screening. Any amount not covered by the screening will be your responsibility.
  
- ❖ In the event of a returned check, a \$35 returned check fee will be charged. *Any charges or costs paid to a billing and/or collection agency to recover properly billed charges will be added to the total and that these additional charges will often make the total amount due to be higher than the original charge: this situation can best be avoided through cooperation and timely payment of charges due.*
  
- ❖ We utilize an outside automated call center for appointment reminders. You will be contacted by phone, email or text message and will need to respond to the voice prompt. Also, please make sure to mark your preferred method on the patient information sheet.
  
- ❖ Our website is constantly being updated with new information and we welcome any ideas or comments. If there is something that you would like to see on the website (resources, blogs, facebook, etc), just let us know.

Again, thank you for the opportunity to treat your child. Please let anyone know if you have any questions or concerns.

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