

Practice Policies

The following policies have been instituted to assure our patients have a positive experience in our office.

1. To be certain that we schedule your appointment correctly, we will be asking questions about the nature of the problem or illness. This information is vital to scheduling your appointment.
2. An emergency may occur and some appointments may take longer. Please be understanding, we will do everything to expedite your visit.
3. If you can't keep an appointment, please let us know, 24 hours in advance of your appointment.
4. Routine physicals should be scheduled 4-6 weeks in advance.
5. Insurance carriers require updated paperwork; please arrive 15 minutes early so that we may update our records. You need to bring your correct insurance card with you for every visit.
6. We will refill prescriptions only during regular office hours when your records are available.
7. If you call our office, after hours, and do not get our answering service, please call Hazleton General Hospital to page our on-call physician.
8. We accept many insurance plans. Please check with your insurance directly to determine if Hazleton Pediatric physicians are listed as participating providers with your particular insurance plan.
9. We are required by your health insurance to collect any Co-payment due at time of service.
10. The health insurance policy is a contract between the policyholder and the insurer. Having health insurance does not relieve the patient and /or family of financial responsibility for services received.
11. Special arrangements may be made for extended payment plans. We encourage you to discuss payment plans with the business manager.
12. If you do not hear from us within two weeks of having a test done, please call for test results.
13. We want to hear from you, the patient and family, regarding your experience at Pediatric Associates of Hazleton. Please call us with any concern, we want to make your appointment with us, everything you expect from your Physicians and their staff.