

ACORN HEALTH GROUP POLICY & PROCEDURES for Pediatric Patients

Mission:

To provide pediatric TCSIG members with access to services related to non-emergency acute care, sports physicals, and school physicals at the TCSIG Wellness Center.

Policy:

Children deserve high-quality, appropriate, and safe medical care. To that end, it is the policy of Acorn Health Group that the TCSIG Wellness Center adheres to the guidelines and recommendations of the American Academy of Pediatrics (AAP).

We realize the wellness center is a benefit for TCSIG members and their families. However, the TCSIG Wellness Center medical services are limited to non-emergency acute care, sports physicals, and school physicals. TCSIG Wellness Center providers do not have the specialized pediatric medical training required to address the medical needs of children under the age of 24 months or any pediatric emergency.

As such, the TCSIG Wellness Center does not provide care for patients under 24 months of age or any medical emergency for a pediatric patient of any age.

Additionally, the TCSIG Wellness Center is not to be used as a primary care office for pediatric patients. All pediatric patients seen at the TCSIG Wellness Center are required to have a pediatrician or family practice physician as their primary care provider (PCP).

Procedure:

Continuity of Care:

TCSIG Wellness Center is dedicated to bridging the gap in the healthcare setting by assuring appropriate coordination of care. Complete and timely medical records will be maintained and shared with the patient's PCP when requested or determined necessary by our medical providers.

- Our healthcare team will confirm and document the patient's PCP in the "Yellow Sticky Note" section of the patient's chart.

- If the patient does not have a PCP, a list of local pediatricians and family practice physicians will be provided to the parent/guardian. A follow up appointment will be made by the TCSIG Wellness Center for the patient with the PCP of their choice.
- Parent or Guardian will sign an authorization for a release of medical information to ensure collaboration between TCSIG Wellness Center and patient's PCP.
- Under the Health Insurance Portability and Accountability Act (Pub L No. 104-191 [1996]), permission to share personal health information with another provider for the purposes of treatment does not require patient/parent authorization.

Scope of Care:

- Children must be over 2 years (24 months) of age or older to be seen by a medical provider at TCSIG Wellness Center.
- Children younger than 2 years of age will be referred to a higher level of care.
- Children requiring a referral to a specialist must have their PCP make the referral.
- Acute Care- patient may receive non-emergency acute care services in-office, curbside, or telephonically.
- Providers will use their discretion in determining if the scope of caring for any given patient is beyond their skill level. In such cases, the provider will direct, and if necessary, help arrange for the patient's medical care at a facility able to provide the appropriate level of care.
- Sports Physicals- patient can receive services for the purpose of a physical clearance to participate in sports activities.
- School Physicals- patient can receive services for the purpose of completing a school physical which may include vision and hearing screening as well as immunization update. Immunization record must be made available by the child's parent/guardian or verified in CAIR. Immunizations will not be provided if the record is unverifiable.
- **Medical services will not be provided for chronic or complex conditions including behavioral health issues, well-baby exams and routine immunizations, nor for whole-person care including health care issues affected by social determinants of health.**

Policy Date Enacted: 06/28/2020 (_X_ New Policy/____ Revised Policy)

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MEDICAL APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting your medical care to TCSIG Wellness Center. When you schedule an appointment with TCSIG Wellness Center we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show Policy below:

- Effective April 20, 2021 any established patient who fails to show for an appointment and has not contacted our office with **at least 24 hours notice** will be considered a No Show.
- Any established patient who fails to show for an appointment without **24 hours notice** a **second** time will be provided a warning letter for termination.
- If a **third** No Show without 24 hours notice should occur the patient will be **dismissed** from TCSIG Wellness Center.
- As a courtesy, our clinic initiates calls and text messages to remind patients of their upcoming appointments. If you do not receive a reminder call or message, the above Policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Clinic Manager, who may be able to waive the No Show. You may contact TCSIG Wellness Center Monday-Friday from 8:00 am to 7:00 pm and Saturdays from 9:00 am to 3:00 pm. Should it be after regular business hours Monday through Saturday, or on Sunday, you may leave a message. Messages left are acceptable.

TCSIG Wellness Center (530) 822-5500

I have read and understand the Medical Appointment No Show Policy and agree to its terms.

Signature (Parent/Legal Guardian)

Relationship to Patient

Printed Name

Date