



257 Station Avenue  
South Yarmouth, MA 02664  
Phone: (508) 500-6622  
Fax: (508) 785-6120

## Welcome Letter

### Welcome to Star and Fox Pediatrics

We are thrilled that you are considering Star and Fox Pediatrics to be your pediatric practice and feel honored to participate in the health care of your child. We welcome the opportunity to build a lasting relationship with you and your family. We are dedicated to providing the highest quality of personal health care tailored to your family's needs while abiding by the latest evidence-based medicine. We will do our best to earn your trust and respect as well as create an environment that celebrates the fun and excitement of childhood. This informational handout should answer many of your questions about how our practice is organized and serves as our Office Policies.

### Hours of Operation

The following hours are by appointment only:

Monday-Thursday: 9:00 AM-4 PM

Friday: 9:00 AM-12:00 PM

Saturday: Closed

Sunday: Closed

### Calls, Texts and Patient Gateway

**Spruce Health.** We recommend downloading the Spruce App (by invitation only, you will receive an invitation during registration) for ease of communication with Star and Fox Pediatrics, both during and after hours. This can be used for texting in a HIPAA secure fashion, including sending us photos and videos. Additionally if a telemedicine visit is offered, this can be performed easily within the Spruce App. Although you can text our office number outside of the Spruce App, we cannot guarantee that it will be HIPAA secure.

**After Hours/Holidays.** Dr. Berrick is on call after hours and on holidays to address urgent medical concerns only. You may leave a voicemail or text on our business phone number for less urgent issues to be addressed the next business day. Kindly, reserve calls requesting an immediate callback during non-office hours for urgent problems that cannot wait until the office re-opens. Voicemails or texts regarding prescription refills, billing or non-emergent medical questions will be returned the following business day. Parents who need a call back from Dr. Berrick after hours should call the main office number and are then directed to leave a message. Urgent calls are typically returned within 30 minutes. Please note that on your insurance card there is a phone number for a **free** 24-hour nurse triage line. Please use this number for any non-urgent nurse advice needed.



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**Phone Triage.** Families who have medical questions or concerns during normal business hours or would like to schedule an appointment should call the office or send a Spruce message using the main business number. Please call for same-day appointments as we cannot guarantee we will see the Spruce message in time. If we are unable to answer your call immediately, please leave a voicemail and we will return your call as soon as possible. If you are waiting for a return call, please keep your phone handy to avoid missing a call.

**Patient Gateway.** We request that all families sign up for a Patient Gateway account during registration. For children 12 and under, parents/legal guardians will have a proxy account with full access to their child's medical records. Once your child turns 13, this proxy access is revoked and you will need to re-enroll. Your child can also enroll once they turn 13 to have their own account as long as there is a proxy account as well. Per MGB policy, access becomes more limited at this age for confidentiality reasons. All access is revoked once again at age 18 so that your adult child can enroll for their own, full access account. They can add family members at their discretion.

- Advantages of a Gateway Account include but are not limited to:
  - ✓ Request prescription refills
  - ✓ View test results
  - ✓ View appointments & receive email reminders
  - ✓ Complete questionnaires
  - ✓ Communicate directly with your care team
  - ✓ Partake in Epic-integrated virtual visits
  - ✓ Verify insurance
  - ✓ eCheck-In
  - ✓ Pay copays/prepayments/balances
  - ✓ School forms and letters
  - ✓ Medical records including vaccinations, physician notes, medications, and growth charts

Please allow 2-3 days for a response on the Gateway including medication refills. Communication with your care team that is more urgent and needs to be addressed the same business day should be via our office phone number by phone or text (via Spruce app)..

## Website and Social Media

**Website.** [www.starandfoxpediatrics.com](http://www.starandfoxpediatrics.com) is a great resource for office information. Any closings or changes in hours due to vacation or inclement weather will be posted on our Facebook page and the Facebook feed of our website. If you have questions about non-urgent medical issues, please check out the **Symptom Checker** on our website. This will help you decide how to manage problems at home while awaiting in-office medical advice or decide when to seek advice itself.

**Facebook.** Please like to follow our Facebook page to have access to the most current and up to date office news including phone outages, vacations, closings, pertinent articles and more.



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## Refills, Referrals and Records

**Prescription Refills.** Prescription refills will typically be completed within 2-3 days of the request and are sent electronically to the pharmacy chosen by the parent. We ask that parents not wait until the medication has run out to request refills. This allows us to review your child's medical record to refill the medication appropriately and that follow up appointments are scheduled as needed. Please see below for more info on ADD/ADHD medications.

**Referrals.** Referrals to outside providers (either scheduled by us or requested by the parent) are typically completed within 5 business days. This allows time for our staff to address insurance issues and provide information to the designated outside provider. We will need the specialist name, NPI and appointment information to process your request. It is your responsibility to ensure that the referral is in place and covered by insurance prior to your first specialist appointment.

**Transfer of Records.** A records release form will be completed by the parent/guardian when they join the practice. Release forms are faxed to the previous provider once the registration packet is received. Once the records are received they are scanned into the electronic medical record. Patient records to be sent from our office to another medical practice will be done free of charge. A small fee (\$0.50 per page for the first 100 pages and \$0.25 for each additional page in excess of 100 pages) will be charged for all records requested by the parent for personal use. Records are typically sent out or available for pick-up 3-4 business days after the request is received.

## Payments

**Finances.** We accept a variety of insurance, including MassHealth (MGB ACO only). We ask that you always come to our office with the appropriate insurance information including your insurance card and that you be prepared to pay any co-payments or co-insurance that is your responsibility each time your child comes to the office. Payments can be in the form of cash, check or credit card. If you prefer, we can place your credit card on file for these payments. Payments can also be made on our patient portal. Please contact our office during regular business hours in regards to any insurance questions or payment plan options. Payment plans can be arranged on a case-by-case basis for any financial hardship. We reserve the right to require a credit card on file to ensure payment in a timely fashion for any accounts over 30 days old. Repeated failure to pay in a timely fashion could be grounds for dismissal from our office.

Insurance *usually* covers wellness visits in full but some plans do have a copay or require payment for certain screenings. Sick visits – including any newborn weight check and jaundice evaluations between the newborn and 1 month visit – usually incur a copay or deductible payment. It is your responsibility to know the details of your plan as each varies.



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## Scheduling Appointments

**Sick Visits.** Same-day sick appointments are available each day (Monday-Friday) to accommodate those children in need of a sick visit. Saturday visits are reserved only for first newborn visits if unable to wait until the next business day.

**Wellness Exams.** Wellness exams are typically available Monday-Friday. Well child exams will not be scheduled on weekends. These exams are scheduled at the following ages:

Newborn	6 months	18 months
1 month	9 months	2 years
2 months	12 months	2 ½ years
4 months	15 months	3 years, then yearly

**Forms.** School physical form and immunization record will be placed in your child's chart and accessible at your convenience via the Patient Gateway. There is no fee associated with this. If at any time an additional specialized form is needed, we require 48 -72 business hours to complete. If a form is required the same day outside of a wellness visit, a \$10 rush fee will be charged.

## Vaccinations

**Vaccines.** Our practice follows the American Academy of Pediatrics recommended vaccination schedule. The current schedule is completely safe and effective with minimal side effects based on extensive research. We strongly believe in full immunization for all children in our practice. Questions about individual vaccines are always welcome and counseling is provided at every well visit as needed.

## Specific Visit Types

**ADD/ADHD.** Initial visits for possible ADD/ADHD concerns cannot be combined with a well child visit given the complexity and time involved. These initial ADD/ADHD visits are scheduled for more time to fully assess the concerns. Questionnaires (Vanderbilts) must be filled out and either faxed, sent in via portal or dropped off in the office prior to scheduling the initial appointment. These need to be filled out by the parent(s) (both if an option) as well as 1-2 main teachers. Links to these are on our website, [www.starandfoxpediatrics.com](http://www.starandfoxpediatrics.com) or available to be picked up in person in the office. These forms are designed to aid in the diagnosis of ADD/ADHD, will be reviewed by the physician once received, and will be scheduled to discuss. A possible diagnosis as well as plan which may include therapy, specialist referral and/or medication will be made based on the data gathered.

**ADD/ADHD Medications.** Medications are refilled once every 30 days. Follow up appointments must be scheduled every 3 months (or sooner if requested by the physician) and prescriptions will not be refilled without follow-up. Please plan to schedule the follow up appointment prior to leaving



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the office. Once a diagnosis is established, we can potentially combine one of the ADD/ADHD visits with the well child visit for your convenience but please note that this will generate a sick code and possibly a copay, depending on your insurance policy.

**Asthma.** Children requiring asthma controller medications or frequent refills of their asthma medications will need to be seen prior to those refills and at least every 6 months.

**Follow-Up Appointments.** Follow-up appointments are scheduled per the doctor's recommendation to follow-up on medical conditions or a recent illness. It is important to schedule and keep these appointments to ensure your child's continued progress and recovery from illness.

**Pre-Op Appointments.** Children who are scheduled for an upcoming surgery (ear tubes, tonsillectomy, dental work, etc.) often need to be seen by one of our physicians prior to surgery. Surgeons will typically want this several weeks prior to surgery and we can accommodate this request. However, at Star and Fox Pediatrics we think this is too far in advance of the procedure and thus we would prefer to see your child within one week of the surgery date to ensure your child is well enough to have the surgery. In cases that a surgeon needs the paperwork earlier, we may need two visits to assure a safe surgery; one a few weeks prior to pre-optimize for the procedure then another a few days ahead of the event to screen for acute problems that might interfere with the surgery.

**Sports Physicals.** Children and teens who participate in organized sports are usually asked by the team or school to have a sports physical performed prior to participation. For your convenience and your child's general well-being, every well child visit updates typical concerns addressed at a sports physical. As long as the well visit is up to date and within a year, the school form should qualify.

**Lactation Visits.** Lactation services are offered to anyone looking to improve breastfeeding techniques, troubleshoot feeding, latch or weight gain difficulties, help with back-to-work guidance, assist in the weaning process and more. Lactation visits are billed through insurance and may be subject to a copay or deductible.

**Medical Ear Piercing.** Star and Fox Pediatrics offers safe and convenient medical ear piercing done by Dr. Berrick. Medical ear piercing is not covered by insurance. The cost of the service is \$120, cash only, and is due in full at the time of service. This includes the piercing, a set of sterile earrings, aftercare instructions and aftercare solution or wipes. Your child must be at least 2 months of age and have received their 2 month vaccinations at least 14 days prior. .



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### **No Show and Late Policy**

**No show policy.** Star and Fox Pediatrics requires 24-hour advance notice for all cancellations or reschedules. Failure to notify our office or a no-show may result in a \$50 fee. Emergencies will be considered on a case-by-case basis for waiver of this fee. Repeated cancellations or missed appointments will result in loss of future appointment privileges. After the third no show, the patient may be discharged from the practice.

**Late Policy.** Any patient arriving more than 15 minutes late to their scheduled appointment may be asked to reschedule in order to ensure that you receive the appropriate level and attention to care as well as to respect other patients' time.