



Beansprout Pediatrics Practice Policies

Thank you for choosing and entrusting Beansprout Pediatrics with your child's healthcare! It is important to us to inform the parents/guardians of our patients the current practice policies. Once you have carefully read the following information, please sign the New Patient Consent forms and return them completed to our administrative team. If you have any questions, do not hesitate to ask one of our team members!

Office Hours

Bee Cave is open Monday - Friday 8-5. Dripping Springs is open Monday - Thursday 8-5 & Fridays 8-4

Beansprout After Hours at Bee Cave provides convenient care to children of all ages on weekday evenings & Saturday Mornings for conditions that require immediate attention. For your convenience, Beansprout After Hours is appointment-based care.

Monday- Thursday 5:00 - 7:00 pm

Friday 5:00 - 6:00 pm

Saturday on call provider 8:00 - 12:00 pm CALL EARLY between 8:00 - 9:00 am if you have a child with acute illness, to schedule a time to see the provider on call.

A **nurse triage** service is available for advice and urgent medical matters when the office is not open. Please call the office to reach after hour triage service.

Walk-In Sick Clinic Bee Cave & Dripping Springs

Weekdays (Monday - Friday) 8:00am - 9:00am. This time is reserved for brief, focused sick visits. Patients are seen "first come, first serve" with the first available provider. To be seen with a specific provider, an appointment must be scheduled.

Sick Visits

Please contact our office for an appointment as soon as you think your child needs to be seen. If you need help determining whether you should bring your child in, please call the office and speak with the nurse. Please call early in the day so that we can guide you through the decision-making process. We will see sick children the same day you call, but please be aware there may be a wait in the office for these visits.

Newborn Visits

Before leaving the hospital, call us to set up first appointment. Bring all relevant medical information: This paperwork will include all vital medical information (vital signs, blood tests, testing etc.) regarding Mom's delivery and birth of infant.

Well Child Exam Schedule

Bringing your child in for regular Well Child checkups is an important part of his/her healthcare. These visits allow us to evaluate your child's health, growth, and development. Please make well child appointments as early as possible (8 to 10 weeks) prior to the desired appointment date.

Cancellation/No-show/Lateness

Our goal is to accommodate our patients' health care needs and their schedules. Missed appointments are a cost to us and to patients who could have been seen during the time set aside for your child's appointment. If you are more than 10 minutes late for an appointment, we will likely have to reschedule your child's appointment. We need a 24-hour notice of cancellation so the appointment time can be offered to another patient. We will charge a "no-show" fee of \$25.00 for each missed appointment.

Frequent (3) missed appointments by patient and/or within the same family, may result in dismissal from the practice.

Medical Students

The providers and the staff at Beansprout enjoy teaching and take an avid role in preparing the health professionals of the future. Dr. Grant and Dr. Temple are associate professors at UTMB and other local universities. There may be times that you encounter a medical student or an allied health professional student during your appointment. Please let us know if you would like to opt out of visiting with one of our students.

Insured Responsibilities

Beansprout Pediatrics networks with numerous managed care insurance programs; it is impossible for us to be familiar with all of the individual benefits of these plans. We verify eligibility at every appointment; however, the information we receive is very basic. Please contact your insurance company and get confirmation that a provider at Beansprout is in network. Get detailed information about deductibles, co-pays and benefits. If you're insurance plan is a HMO or POS policy, it may require you to choose a PCP (Primary Care Provider). You will need to choose one of the following physicians: Brian Temple, Danielle Grant, or Emily Brown prior to the first office visit. We will ask to see your insurance card at each office visit and collect any copay and balances due.

Account Guarantor

The parent /guardian who brings the child in for the visit is responsible for payment of copays and deductibles collected at the time of service. The parent who signs the Guarantor Financial Agreement and Authorization for treatment is responsible for balances remaining on the account after insurance has paid. We are unable to negotiate settlement of any medical bills between parents/guardians.

Referrals

It is the patient/parents responsibility to notify Beansprout if an insurance referral is required to see a specialist or receive a medical test. Please allow 5 business days for Beansprout to obtain referral approval. We do not obtain retroactive referrals.

Nurse calls

If you have a sick child or an acute medical issue, please call to speak with the nurse. Please do not email. It is always best to make an appointment if you feel your child may need to be seen, as leaving a message for the nurse may delay appointment time. Calls are returned in the order of medical priority.

Prescriptions

Your prescriptions will be automatically sent to your preferred pharmacy to eliminate your wait time. If a prescription is needed for a routinely filled medication, please contact your pharmacy. They will e-scribe a request to us for our approval. There are some medications that must be requested each month; please call the office and leave a detailed message on the prescription voice mail line. Please call at 7 days before running out of medication. It may take up to 2 business days for Rx to be sent.

Lab Tests

Beansprout sends outgoing labs to Clinical Pathology Laboratory. Please indicate if a specific lab is required by your insurance when filling out Patient Information & Consent Form. Lab fees are the patient's responsibility