

EAST BAY PEDIATRICS VISIT POLICIES 2021

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Visits

Routine Visits

Well visits should be scheduled with your chosen primary care pediatrician as often as possible so that one physician knows your child well. We will care for patients until they have completed college or reached the age of 22 years. Some patients may be asked to seek the care of an adult physician sooner if the patient's medical issues would be better treated by an adult physician. It is your responsibility to know when your child needs routine check-ups: see [East Bay Pediatrics Routine Well and Vaccine Schedule](#). More frequent routine visits are recommended for ADHD, Asthma, and other chronic illnesses. Please [call the Future Appointments line or send a portal message request to schedule your appointment \[link to Appointments page\]](#)

Non-routine (sick) Visits

Sick visits are scheduled by our phone advice nurses. In some cases, the nurses can answer your questions over the phone and you may not need to come to the office. If you or they are still worried, the nurses will schedule your child for an appointment either on the same day or in the near future for less urgent issues. Some visits may be scheduled as [\[Telemedicine visits\]](#) (see below). Non-urgent visits may be requested by a phone call to our nurses or by sending a patient portal message request. [Portal messages are not appropriate for urgent questions or health concerns.](#)

Urgent Care

Many urgent issues can be handled at East Bay Pediatrics, including asthma exacerbations, laceration repair (stitches), fracture treatment (casts), and other problems. Urgent issues warrant a call, not a portal message. During office hours, call our phone nurses schedule an appointment. After Hours, your call will be directed to the Pediatric After Hours Clinic (PAHC) Urgent Care and advice nurses who are affiliated with UCSF Benioff Children's Hospitals.

[We also offer Urgent Drop-in hours \(no appointment needed\) Monday through Friday 8:00am-8:45am in both offices and Saturdays 9:30am-12:00pm in the Berkeley office. ***on hold during COVID-19 pandemic](#)

Emergencies

In a life-threatening emergency call 911 immediately.

If your child does need to go to the hospital, East Bay Pediatrics recommends UCSF Benioff Children's Hospital Oakland. The Children's Hospital Emergency Room is staffed by Pediatric Emergency Room Physicians. They notify our office of any visits.

[If your child is admitted to the hospital, the physicians at East Bay Pediatrics can take care of your child at UCSF Benioff Children's Hospital Oakland. ***on hold during COVID-19 pandemic](#)

Telemedicine Visits

Telemedicine visits may occur in the form of patient portal messages, telephone conversations, or online video visits. All visits must comply with HIPAA regulations (see [\[section on privacy\]](#) below) and require the verbal consent of a parent or guardian or a patient over 18 years of age. The consenting party may withhold or withdraw consent at any time.

Of note, a patient- or parent/guardian-initiated portal message implies consent to communicate by telemedicine. Insurance will be billed and financial responsibility is no different than for in-person visits.

Either the treating physician or the consenting party may convert the visit to another form of telemedicine visit. The treating physician may recommend an in-person visit if the telemedicine visit is not adequate for proper medical care.

Telemedicine visits are not recorded except in the usual way that healthcare providers document in patient charts.

Late Arrivals and Missed Appointments

If you are late for your appointment, the office will attempt to reach you by phone to make sure that there is no confusion regarding the appointment time and to make sure that you and your child are safe. If you arrive late, the staff will consult with the doctor to see if we can accommodate you at a later time or if we need to reschedule your appointment.

Please call our Receptionist to reschedule or cancel appointments. [Missed appointments may incur a fee.](#) [Multiple missed appointments may be grounds for dismissal from the practice.](#)

Patients Visiting Without a Parent or Guardian

East Bay Pediatrics strongly recommends a parent or guardian to be present at all routine well visits. These visits are an opportunity for patient, family, and physician to review the patient's health and well-being as well as discuss anticipatory guidance.

In the event that a parent or guardian cannot be present at a visit, the [\[consent to treat form\]](#) signed annually allows another person, such as a grandparent, nanny, or other adult to bring the patient in with the understanding that the adult can relay the proper information to the parent or guardian.

Patients 16 years of age or older may be seen without an adult present. The physician will contact a parent for verbal consent before any significant procedures, including vaccinations, are given to patients 16 and 17 years of age. 16 and 17 year old siblings are not considered consenting adults for younger patients. See our Privacy Policy for patients 18 years and older.

Hospitalizations

The physicians at East Bay Pediatrics have admitting privileges at both Alta Bates Hospital (for newborns only) and at UCSF Benioff Children's Hospital Oakland (including the Summit Hospital unit).

If your baby is born at Alta Bates Medical Center, the hospital will notify our pediatricians. You should see a pediatrician each day while you and your child are in the hospital. Your pediatrician will coordinate discharge and follow up appointments.

If your child is admitted to Children's Hospital, a physician from our practice should see your child each day he or she is hospitalized. Our pediatricians coordinate care with the resident doctors at UCSF Benioff Children's Hospital Oakland. ***on hold during COVID-19 pandemic

Medications and Forms

Medications and Refills

Please learn your child's medications, including names and dosages. If you can't remember (or can't pronounce) medication names, write them down or bring all medications to your appointments. Both prescription and over the counter medications have many different formulations; informing your doctor of which medications your child is on can help with both diagnosis and further treatment.

During your visit, your doctor will most likely "e-prescribe" meaning send your prescription online through our electronic health record directly to your pharmacy. Please provide the name and location of your preferred pharmacy during your visit.

Refill requests for chronic medications can be made by calling your pharmacy. They can contact East Bay Pediatrics through our electronic health record. If your refills have expired, you can send a portal message request or call our nurses through the phone advice line [\[link to Contact us\]](#). Please be ready to give your child's name, date of birth, medication name and dose, and your pharmacy name and location.

Chronic medications including asthma medications, birth control pills and acne medications will not be refilled if your child has not had a physical exam in over one year. In general, antibiotics and controlled medications will not be refilled without your child being seen by a pediatrician.

ADHD Medications usually can only be prescribed up to three months ahead. If your child is up to date on both annual physical exams and medication review visits (scheduled appointments at least every 6 months), your child's ADHD medication prescriptions can be ordered at the pharmacy. We cannot guarantee that we can electronically prescribe to pharmacies outside of California. Urgent requests for ADHD medications must be made at least 24 hours in advance. Please remember that ADHD medications cannot be refilled. You must ask the pharmacist to "fill the medication on hold" for the patient.

Medical Records

A [\[records release form\]](#) must be completed or a signed note from the parent, with your name, complete address, the names of each patient whose records are to be released and the physician, health care provider, or other medical facility and the complete address to whom the records are to be released. A summary is usually sufficient for transfer of records and is sent free of charge. Full records will incur a [\[fee\]](#). Records will be released within 15 business days. We do not fax medical records (see [\[section on privacy\]](#) below).

Camp and School Forms

A completed generic camp/school form is provided at every well visit for children 4 years and older free of charge. This form can be used for most school and camp applications. Specific camp or school forms brought to the practice during a patient's well visit will not incur any fees.

Camp or school forms not presented at the time of a well visit may be sent to the practice by mail, in person, or by the patient portal. A [\[processing fee\]](#) will be assessed for completion of these forms. Medication forms will not incur this fee. Please allow 10-14 days for your form to be processed. Urgent form requests will incur [\[additional fees\]](#). **Privacy**

Privacy Policy

The Health Information Portability and Accountability Act (better known as HIPAA) protects information about your child's health and medical record. At East Bay Pediatrics your privacy is our priority. You and your child will be able to discuss your child's health with a physician behind closed doors. We try to keep hallways clear in order to facilitate the privacy of conversations.

Paperwork with medical information cannot be faxed from our office. Completed forms with health information must be returned by patient portal, mailed to you (not faxed), or picked up in person. Email must be communicated through a secure server: please use our patient portal for electronic communication that complies with HIPAA regulations.

Telemedicine visits are conducted on a platform which guarantees HIPAA level privacy. Visits are not recorded.

If you have any questions or concerns about privacy, please contact our office and ask for a Privacy Officer.

Privacy for Minors

Trust is an essential aspect of medical care and we at East Bay Pediatrics seek trust in all of our health care encounters. Parents and their children are both entitled to this trust. One way that physicians maintain trust is by keeping communications with patients and their families confidential.

Under California law, however, adolescents who are 12-17 years of age have special statutory rights that entitle them to confidential communications with their physicians. This means that they can discuss confidential topics with physicians which they do not wish to tell their parents or other adults, and the physician is required to keep that discussion confidential. The only exception to this right of confidentiality is when the physician determines that the adolescent is in danger of hurting himself or herself, hurting other people, or being hurt by someone else.

Also under California law, patents under 12 have special rights to confidentiality in connection with pregnancy and contraception.

California law also has specific regulations regarding parental consent and notification requirements and state reporting requirements for a variety of adolescent healthcare issues. The [\[chart on our website\]](#) sets out the restrictions and requirements for consent, notification and reporting.

Adult Patients

A patient 18 years and older is a legal adult. All correspondence, communication, and consent for treatment and immunizations with these patients is between only the physician and the patient. Parental notification or consent is not required. Including parents in conversations and discussions of youth 18 years of age and older is always encouraged by our physicians.

Adult patients may choose to allow their physician to discuss medical information with a parent or guardian by completing the [[consent form for 18 and over](#)] on our forms page.