

AllKids Urgent Care

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AN EXPLANATION OF COPAYS AND OFFICE VISITS

Thank you for the opportunity to have provided care to your child at one of our clinics. We hope that s/he has recovered fully from the illness or injury that resulted in the visit.

This letter is an attempt to clarify any confusion that may exist regarding copays and visits to our medical offices.

Each encounter at an office is a visit, and is billed to your insurance company as such. Depending on the nature of **your** agreement with your insurance company, you may directly owe a charge at the time of the visit, called a copay. We are required to take your copay as part of our agreement with your insurance company.

The outcome of an office visit does not determine payment. We evaluate your child at your request, and make a recommendation of treatment based upon the signs and symptoms. We cannot predict beforehand what that treatment is, including whether only home or over-the-counter remedies are needed, or if the child needs more specialized care at the emergency room.

To better illustrate, please consider the following examples:

A child presents with a facial laceration, covered with a blood-soaked towel. S/he is examined by the provider. The necessary treatment could be any of the following:

- Gluing or suturing the wound closed
- Referral to the emergency department because the wound is more complex, requiring more detailed closure for optimal cosmetic outcome
- A bandage, if the wound is small; application of antibiotic ointment.

A child presents with a sore throat. S/he is examined by the provider. The necessary treatment could be any of the following:

- Testing, confirming strep throat and a prescription for antibiotics.
- No testing done, because the child has cough and congestion – which is not caused by strep, but by a cold virus. Recommendation for salt water gargles, Tylenol or ibuprofen as needed.

The only time we can refund your copay (or visit fee if you're self-pay) is if your child leaves the clinic without ever being examined by the provider (i.e. you checked in, and ended up leaving before being seen.)

We hope that this guide is helpful in answering some common misunderstandings about copays and visits.

Thank you again for choosing AllKids Urgent Care for your child's urgent care needs. We hope that you do not need us again, but we will be here if you do.

Sincerely,

AllKids Urgent Care