



Advanced Pediatrics

Arthur Lavin MD
Julie Hertzler MD
Kelley Muldoon Rieger APRN, PNP

IMPORTANT POINTS REGARDING HOW OUR OFFICE PROCESSES REQUESTS FOR INFORMATION

Our information processing policy is based on making medical services available to you in the most reasonable way, and on simple considerations of courtesy to other families in the practice.

In recent years, we have all experienced a truly dramatic increase in the requests of programs for medical data. Schools, camps, sports and nearly all child programs now require detailed medical data before they will accept your child into the program. Nearly every consultation requires a written referral before the insurance company will decide to cover the service.

As a result, families are experiencing unprecedented pressures to obtain medical data with very short notice. As your pediatrician, we share the pressure with you, and will do all that we can to respond as promptly as possible.

Our office is committed to meeting everyone's needs for prompt and accurate reporting of medical information. This requires copying data, completing forms, filing referrals as requested. The extraordinary increase in demand for this data, however, means that our office needs at least two (2) business days to process requests to provide data.

Therefore, please be aware that for any request for formal reporting of medical information from our office, you need to plan for at least two (2) business days for us to respond to and complete your request.

We are very happy to help you meet your medical information reporting needs.

Please make sure to take the following steps to avoid feeling rushed or disappointed:

1. Schedule your child's annual health supervision and evaluation visit around the time of your child's birthday, not just before a form is due. Call six to eight (6-8) weeks prior to the date you desire an appointment.
2. Save the Annual Statement of Health form that is provided to you at your child's visit to submit to your child's school, sports coach, camp, etc.
3. If you do not have, or have lost the Annual Statement of Health, please be sure to bring any forms (school, camp, sports, etc.) you receive to us as soon as they are available for you to obtain. Do not wait until the deadline to obtain the necessary forms or to bring them to us.
4. For referrals to specialists, please let us know about your appointment as soon as it is made...at least 48 hours is required for us to submit your referral request to your insurance company.

If we work together, we are confident that we can provide the information that you need to attend the programs and appointments that your children need.

3733 Park East Drive | Suite 102
Beachwood, Ohio 44122-4334
phone: 216.591.1515 | fax: 216.591.1544

www.advanced-pediatrics.yourmd.com