

E-mails & Phone Calls



Many of the problems and concerns that come up in our young patients can be handled either over the phone or by e-mail without the need for an office visit.

The advantages to you include:

- not having to take a sick child outside and transport him/her to us,
- avoiding possible exposure to other sick kids in the office,
- avoiding the added expense of an office visit,

So, unlike many medical offices, we try and save you the time, expense, and stress of coming in for minor problems or concerns that don't require a face-to-face visit. Regarding phone calls or e-mails, our policy is that we don't charge for these if they are brief. However, if the concern or problem is more complex or chronic and requires longer or multiple calls, e-mails, or consultation with other physicians, then we feel that it is only fair to be reimbursed for our time. Insurance companies have provided codes for these charges, so doing this is now an accepted part of medical practice. Even so, not all insurance covers this, so if our charge is "denied", then you may be charged for this. Know however that the charges will likely be considerably less than an office visit charge. Plus we will discount the charge to you by 10%.

Thank you for your understanding and choosing us as your kids' medical providers.

Tom Silverman MD & Staff