



# PL Pediatrics

Important Notice to Our Patients

December 1, 2009

Since 1996, the Fredericksburg community has been fortunate to have an excellent after-hours advice service for medical questions. This "triage" service, provided by Medicorp/Mary Washington Hospital, has given consistent, top-quality advice to patients who call after-hours with questions about their health or their children's health.

This service is expensive. The physicians who participate pay a fee for each call patients make to the triage service (\$12 per call, at present). In our practice, we are now paying approximately \$350 per month for this service, but depending on the number of patients who call the triage, the cost could go as high as \$1000 per month or more. That would mean we could easily pay more than \$12,000 per year for this service.

Since only a small number of our patients actually use the service in any given month, I do not want to charge everyone increased office fees to cover this. Some people call the triage several times per month, and some never use the service. Most of the calls are non-emergency. I think the fairest system is to charge those who use the service, and spare those who do not.

Beginning December, 2009, patients will be charged \$15.00 for each time they call the triage service. We will bill these charges monthly. I encourage you to use the service only for emergency or very urgent calls, and to save routine questions for office hours.

Thank you for your understanding of this situation.

Dr. Pamela Mancini

*I acknowledge that I am responsible for charges when I use the after hours telephone triage service. (My insurance may not cover these charges.)*

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(signature of parent or guardian)

Pamela M. Mancini, MD, FAAP

321 Park Hill Drive

Trina Erwin, LPN, Nurse Manager

Fredericksburg, VA 22401

David Mancini, Business Manager

Ph: 540-361-1800; Fax: 540-361-1803