



TOTAL FAMILY CARE
Dr. Hylton Lightman, Medical Director

IMPORTANT UPDATE ON TIME OF SERVICE

November 14, 2018

Thank you for entrusting your child(ren)'s health care with Total Family Care where personalized care is the focus of every patient encounter. This letter updates you on our policies at the time of service, which includes sick and well visits, flu shots and other vaccines, blood tests and any lab procedures, etc.

1. When entering our office, please check in with our front desk. One of our receptionists will ask you for your child's name and date of birth and will verify your present residential address and contact information.
2. All copayments, fees for blood tests and any open balances are to be paid at the time of service. For your convenience, we accept Mastercard, Visa, American Express, Discover, checks and cash. Our secure encrypted system can save your credit card information to the patient file.
3. You must present a valid insurance card at the time of service. We will validate the insurance and will then scan it into the patient's record.
4. If you do not have **VALID INSURANCE** at the time of service, payment through credit cards, checks or cash will be accepted. If you subsequently obtain insurance which covers the date of the office visit and you present TFC with the card so we can file an insurance claim **within 3 days** and we are paid, we will refund your original payment.
5. If you have not already done so, kindly create a patient portal account. Through the portal, parents have convenient access to commonly requested information such as immunization records, prescription refills and WIC/school/camp forms. The patient portal is HIPAA compliant and is encrypted so patient information is protected. Our staff is here to help you get up-and-running on the portal which will enhance your TFC patient experience.

Thank you in advance for understanding.

Yours sincerely,

Hylton I Lightman MD DCH(SA) FAAP
President and Medical Director

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Director of Administration