



October 2021

Dear The Kids Clinic families,

This letter is to inform you that effective December 1, 2021, we will implement a price increase for after-hour calls made to Triage4Pediatrics. Please know that this was not an easy decision to make, as we have not increased the cost-share amount for our patients since 2017, although our cost has increased.

What does this mean for you? It means that if you choose to seek advice outside of our regular business hours, you have two options.

Option #1: Utilize the nurse advice line offered by your insurance company. Most, if not all, insurance companies offer their own free advice line to their subscribers. It's worth mentioning that this option is not pediatric-specific. The number can typically be found on your insurance card or their website. Some insurance companies send us records of calls made to them by our patients, but not all. So if you do call their advice line and need to follow up with us further, please be sure to let our staff know so that we can look into getting a copy of the call.

Option #2: You can still call our main office number 509.448.PEDS(7337) and select the prompt to be connected to the after-hours triage service. This will redirect you to Triage4Pediatrics, where you will leave a message for pediatric experienced Registered Nurses who will return your call within 30-60 minutes. They will collect some demographic information and other pertinent information regarding your need and advise you on "what to do." They are also in contact with Dr. Lee or Dr. Thompson if necessary. This service automatically sends us a record of each call they receive regarding one of our patients. So we will know when, why, and the advice given. Triage4Pediatrics only provides urgent triage service (advice) for us. They do **not** have access to our EMR and your child's medical record. They will not, for example, be able to complete a sports physical form for you.

If you choose to utilize option #2, your portion of the expense will be \$15 per call beginning on December 1. We will cover the rest of the call cost and additional fees that are charged by Triage4Pediatrics. A statement from us will be sent, and note "triage call" as the reason. It may be included on a statement for other services rendered in the office.

Like we mentioned before, we didn't make this decision lightly. We understand that insurance premiums are high, out-of-pocket costs are high and what insurance companies actually cover seems to be shrinking. We can sympathize. Our goal is to remain an independent pediatric practice/business that provides quality and compassionate care. And unlike other industries, we can't just "raise our prices" when costs go up for us. Insurance companies and the government dictate how we are compensated for our services. We truly appreciate you entrusting us with the care of your child(ren) as we strive to provide the most value to you.

Sincerely,

Drs. Thompson and Lee