



Patient Privacy & Parental Consent

In accordance with the federal guidelines on patient privacy (HIPAA), we must have a consent form on file for each patient authorizing any additional caregivers (besides parents/legal guardians) who may have access to patient information.

Patient information includes calling to make an appointment, bringing the child for an appointment, obtaining results, forms or records for a patient.

Parents/legal guardians must complete the section of our registration form indicating if there are step-parents, grandparents, or other authorized adults who they consent to having access to their child's patient information.

Foster parents, families going through the adoption process or parents with custody agreements should provide legal documentation to support their claim to access or requests for additional/restricted access.

Minors aged 16-17 years old are permitted to attend appointments on their own, provided the parent/legal guardian has completed the Consent to Treat a Minor form in advance.

When patients reach legal adulthood at age 18, parents are no longer permitted access to that patient's information, including the patient portal. In order to reinstate that access, the adult patient must complete an age release consent form authorizing the parent to have access.

Please visit our website [Policies](#) and [Forms](#) pages for more details or give us a call with questions!

Good to Know!

Current Office Hours:

Monday - Friday 8:00am - 5:00pm

Phones close at 4:30pm

Saturday 8:00am - 12:00pm

Same day sick visits only, Phones close at 11:30am

Sunday Closed

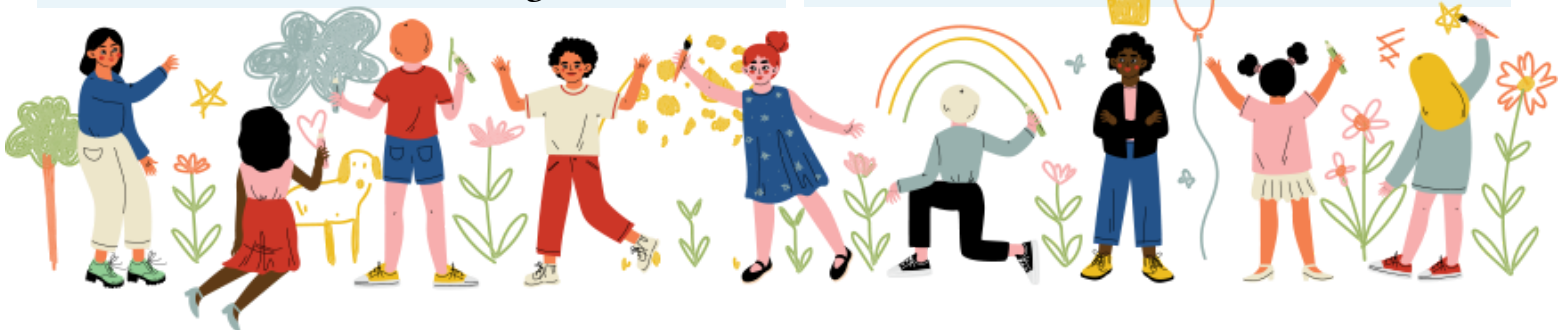
**After-hours urgent phone calls are taken by expert pediatric nurses at [St. Louis Children's Hospital](#) and communicated to our provider on call.*

We do not accept walk ins at any time. All visits are by appointment only. Please call the office to schedule your child's well or ill visit appointment.

Our Phone Number: (309) 662-0504

Our Fax Number: (309) 663-7645

Our Address: 306 Saint Joseph Drive
Bloomington, IL 61701





BILLING CORNER



Insurance Update 2026

Many of our patient families will have a new insurance plan for 2026. To help us make sure your visit claims are sent with accurate policy information, we ask that you bring your most current insurance card with you to each visit so we may confirm or update what we have in our system, as well as scan a copy into the patient record. If you have new insurance, but have not received a card yet, please let our staff know so we may follow up with you. We participate with most insurance plans - if you have a new plan for 2026, please check your plan network to ensure our providers are contracted as an in-network provider.

It is the responsibility of the member to know their policy benefits and to make timely payment of balances owed. Copays are part of your contract with your insurance company and are due at the time of service. We will file your visit claim with the insurance information you provide, and will send you a statement for any remaining balance after insurance processes the claim. If your insurance is not valid for the date of service, you will be responsible for the balance in full. For our families without insurance, we offer a discount on your charges as a courtesy. If you have any concerns about your balance or ability to pay, please call our Billing Department.

Credit Card on File

We are pleased to offer our patient families the option to keep a credit or debit card on file with us for convenient payment of copays and balances. Your credit card information will be kept confidential and highly secure in our PCI-Compliant system.

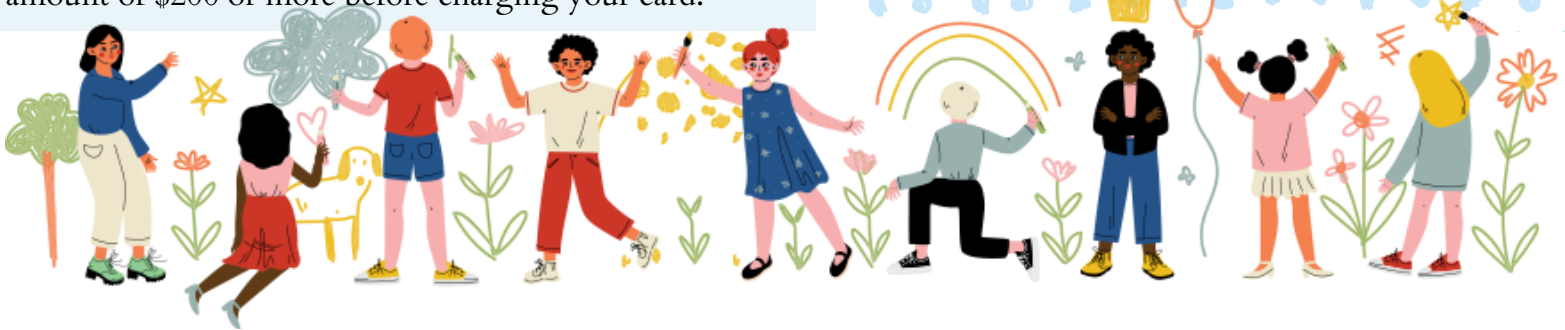
If you would like to take advantage of this convenience, please let our front desk staff know at the time of check in and they will provide you with the form to sign up.

Once the completed form is on file, you may request the card to be charged for time of service copays and we will automatically charge your card for non-covered services after insurance processing, up to \$200. Our Billing Department will contact you regarding any balances in the amount of \$200 or more before charging your card.



Billing Department Contact Info

The Billing Department may be reached
Monday-Friday from 8:00am - 4:30pm
by calling (309) 662-0504
and selecting option 6.





Housekeeping

- Many of our patients have food and dye allergies. To avoid accidental exposure, we request that only water or baby formula be consumed in the waiting room and exam rooms.
- Our office is a Fragrance-Free Zone. Please be considerate of those in the waiting room and those who may use the restroom or exam room after you and refrain from using scented products in these shared spaces.
- Children should be supervised at all times in the waiting room, restrooms and exam rooms. We thank you for your help in keeping our shared spaces clean and in good condition for all.
- In accordance with HIPAA privacy laws, taking photos and/or videos of any kind within the office is prohibited.

R-E-S-P-E-C-T

We are so happy you have chosen our practice for your family! In our office, we aim to treat all patient families with kindness, compassion, and respect. We expect the same from our patient families toward our staff and providers.

Parents or patients who do not treat our staff and providers with respect may be asked to seek another practice for their care. Likewise, we want to know if you have a negative experience with our staff or providers so that we may address it. If this occurs, please call the office and ask to speak with the Office Manager.

If you received excellent care, please consider leaving us a 5-star review on Google!

Portal Power!

Our electronic medical record system features a user-friendly and convenient patient portal called My Kid's Chart. All children in a family can be linked to a single login and both parents or other authorized guardians may have their own access to the family portal.

My Kid's Chart is a one stop shop where you may request well visit appointments, send messages to our nursing staff, view lab results, immunization history, and growth charts, pay your bill, complete development questionnaires from CHADIS, and complete Pre-Check-In.

Up to 7 days before an appointment, families will have the option to complete the demographic and insurance update portion of the check in process from their patient portal. You will receive a notification 2 days before the appointment to remind you that you may begin the check in process.

Both Pre-Check-In and CHADIS will be indicated by an orange button to signal you have questionnaires to complete or are able to check in for your child's coming appointment. Everything you complete in the portal is HIPAA secure and submits directly into your child's patient record. For more detailed information on all that the portal offers, please visit our website!

With the new year here, we're reflecting on how grateful we are for the trust you place in us. Caring for your family is truly a privilege, and we are honored to continue that journey with you!
~Stay Well,
The Providers & Staff of Bloomington Pediatrics

