



Policies and guidelines for a better experience.

Calling our office

- Our appointment line is open from 8:30 a.m. – 4 p.m., Mon. – Thurs. and 8 a.m. – 2 p.m. Fridays.
- The nurse line is answered 8:30 a.m. – 3 p.m., Mon. – Thurs., and 8 a.m. – 2 p.m. Fridays.
- We'll return all voicemail messages throughout the day.
- Our nurses and medical assistants will return calls in the order they're received. Calls for urgent problems will be returned first.
- Please use MyMercy.net for non-urgent questions or concerns.

Prescriptions

- Refill requests must come from the pharmacy or your child's MyMercy account. Contact your pharmacist for refills. We'll communicate with your pharmacy electronically to refill your child's prescription.
- If your child's medicine requires a prior authorization, it may take up to 5-7 business days to get approval from your insurance company.
- If your child is overdue for a follow-up visit, you won't be able to refill prescriptions until you schedule an appointment.

Mercy Kids

615 S. New Ballas Rd., Suite YG 230
St. Louis, MO 63141
Fax: 314.251.5552

Mercy Clinic Kids GI

314.251.5550
mercy.net/StLouisGI

Mercy Clinic Children's Infectious Disease and Rheumatology

314.251.6831
mercy.net/StLouisChildren

Mercy Kids Complex Care Team

314.251.5399
mercy.net/StLouisComplex



Office Policy Guide

Mercy Clinic
Kids GI

Children's Infectious Disease
and Rheumatology
Complex Care Team



Mercy Kids



Mercy Kids
Every child. Every need. Every day.



Lab and procedure results

- Our office will call you within 7-10 business days with any lab and procedure results. If you don't hear from us in 10 days, please give us a call or message the office from your MyMercy account.
- Some lab results take time to come back to us. We'll wait until all results come back before calling you.

Your visit

- Please bring your insurance card and photo ID to every visit. We may bill you if we don't have your correct insurance information on file.
- Please note that we require all co-pays at the time of your child's visit. Look under the specialty section of your insurance card for your co-pay amount.
- If you're a self-pay patient, please give us 24 hours' notice so we can have a total ready for you when you arrive. All self-pay payments must be paid in full at the time of your child's visit.
- As a courtesy to our patients, please be on time for your child's appointment. We ask that you arrive 10 minutes before your scheduled appointment time so that we can help you get checked in.
- Please call if you're running late. If you're more than 15 minutes late, you may be asked to reschedule your appointment.
- If you're 25 minutes late, we'll ask you to reschedule, so please make your child's appointment a priority.

Medical records and forms

- For your child's medical records, please call Mercy Medical Records at 314.251.4622.
- If you use MyMercy, you can access medical records from your computer, tablet or smart phone.
- Please wait 7-10 business days for all forms to be filled out and signed by the doctor.

Billing

- If you have questions about billing for your child's office visit or outpatient procedure, call Stephanie at 314.251.6831.
- Lab work billing is separate from our clinic's billing. If you have a question about a lab bill, please contact Mercy Billing Department at 855.420.7900.
- The anesthesia and pathology departments do their own billing. Please contact the number on your statement for any questions about that portion of the bill.
- A Prior Authorization is not a guarantee of benefits. All payment amounts are based on insurance and medical necessity. If you have questions about your insurance deductible or payment, please contact your insurance company directly. If you haven't met your yearly deductible, you may get a bill for procedures, lab tests and office visits.

Appointments

- We schedule appointments between 8:30 a.m. – 3:40 p.m., Mon. – Thurs., and 8:30 a.m. – 1:30 p.m. Fridays, depending on the doctor's schedule:

- **Dr. Nasir's** clinic days are Monday, Tuesday, Thursday and rotating Fridays.
 - **Dr. Derdoy's** clinic days are Monday, Wednesday, Thursday and rotating Fridays.
 - **Dr. Ornstein's** clinic days are Monday, Tuesday and Thursday.
 - **Dr. Chacko's** clinic days are Monday and Wednesday.
 - **Dr. Chismarich's** clinic days are Tuesday, Wednesday and Thursday.
 - **Nurse Practitioner Joy's** clinic days are Monday, Wednesday and Thursday.
 - **Counselor Kay's** clinic days are Tuesday, Wednesday and Thursday.
 - **Dietitian Cassie's** clinic day is Wednesday.
- To request a same-day visit, please call before 10 a.m. Same day appointments are not guaranteed.
 - Once you've set up care with one of our doctors, all routine follow-up and ongoing care will be with that doctor or our nurse practitioner.
 - We require 24-hour notice if you want to cancel or reschedule an appointment.
 - Due to the limited number of appointments, we reserve the right to end a doctor-patient relationship if you miss three appointments within a 12-month period.

Please sign and date stating that you have read and understand all policies:

Signature

Date

