



Pediatrics - Guilderland  
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[www.pedsguilderland.com](http://www.pedsguilderland.com)

## Providers

James D. Saperstone, M.D., F.A.A.P.  
Bradley A. Ford, M.D., F.A.A.P.  
Michael P. Sonnekalb, M.D., F.A.A.P.  
Darin M. Price, D.O., F.A.A.P.  
Lisa Petraccione, R.P.A.-C.  
Sue McKinney, R.P.A.-C.

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For emergencies after hours, please call our main number and listen carefully to the entire message.

If you have caller ID, you must press \*87 to deactivate this feature in order to receive a call back from the doctor on call.

## Office Hours

Monday-Friday: 8am - 5pm

Closed daily for lunch between 12pm - 1pm

Tuesdays between 12pm - 1:30pm

Saturday & Sunday : Emergencies only starting at 9am. Please call to schedule appointment. We do not accept walk-ins.

## Holidays

Our office will be closed on the following holidays:

New Year's Day  
Memorial Day  
Fourth of July  
Labor Day  
Thanksgiving Day  
Christmas Day

Please contact our main number in the case of an emergency.

## Other Information

**Change of Address and Insurance Information**  
Please inform the receptionist of any changes with your address, phone number, and/or insurance information. We will need to see your most recent card upon arrival.

## Co-Pays

All co-pays are due at check-in. We accept VISA, MasterCard, Discover and American Express. Failure to make a co-payment on the date of service may result in an additional administration fee of \$15.

## Controlled Substance Prescriptions

Please allow three business days for these prescriptions to be completed by your physician. We cannot process these renewals on weekends or holidays.

## School / Camp Physicals / Forms

Please schedule summer physicals well in advance. Allow up to one week for any school/camp forms to be completed.



## Financial Policy

This financial policy contains important information about billing and payment for our professional services. It is intended to help ensure the best possible medical care for our patients, while also controlling administrative costs. It outlines our responsibilities, and those of our patients, with regard to billing and payment for our services.

- Our practice participates with many health insurance companies and managed care programs. Our business office will submit a claim for any services rendered to a patient who is a member of one of these plans. Patients must provide all necessary insurance information and complete any required forms before leaving the office.
- If a patient is a member of an insurance plan with which we do not participate, our office will also file the claim on the patient's behalf; however, the patient is expected to make payment in full at the time of service.
- It is the patient's responsibility to make payment at the time of service for any co-payment or co-insurance due. Any services not covered by a patient's insurance plan are the patient's responsibility and payment in full is expected at the time of service. Failure to make a co-payment on the day of service will result in an administrative charge of \$15 in addition to the co-payment.
- Payment for professional services can be made by cash, check, credit card or debit card. We accept VISA®, MasterCard®, American Express® and Discover® Card. You may also pay online at [www.capcare.com](http://www.capcare.com) -- just click the link for Online Bill Pay.
- CapitalCare Medical Group charges a fee of \$20 for each check returned for insufficient funds.
- It is the patient's responsibility to ensure that any required authorization or referral for treatment is provided prior to the visit. In the absence of a required authorization or referral, the patient's visit may be rescheduled or the patient may be personally responsible for payment for the services

- It is the patient's responsibility to provide us with current insurance information and to present an active insurance card at each visit.

- Our staff is happy to help with insurance questions relating to a claim that has been filed, or to provide additional information required by the insurance carrier to process the claim. However, patients should direct questions about coverage for specific procedures to a representative of their insurance company's member services department. The phone number for member services is usually on the insurance card.

- An adult accompanying a child under 18, and/or the parent or guardian of the child, is responsible for payment according to the terms described above. Non-emergency treatment for children unaccompanied by an adult may be rescheduled by CapitalCare Medical Group unless charges have been pre-authorized, or payment by credit card, debit card, cash or check at time of service has been arranged.

- If a patient requires the completion of medical forms at a time other than an office visit, each form will be subject to an administrative fee of \$15.

- If a patient requests a refill of a prescription for a controlled substance between office visits, CapitalCare will charge a fee of \$5 for each prescription, except when prohibited by regulation.

- Please understand that when a patient does not cancel an appointment he or she is unable to keep, it may prevent other patients from receiving care they need. Therefore, CapitalCare charges a fee of \$50 for appointments not cancelled with at least 24 hours' notice. This fee is subject to change. A patient who fails to keep three or more appointments in a twelve-month period—without prior notice of cancellation—may be discharged from CapitalCare Medical Group at the discretion of the patient's physician.

In the event of personal financial hardship, CapitalCare Medical Group is able to offer special financial arrangements, including payment plans.

We firmly believe that effective communication is the key to a successful physician-patient relationship, and we are eager to help in any way we can.

Please direct all questions about payment for services to our Billing Department at (518) 452-1337.