



## HOUSE CALL SERVICES MEMBER AGREEMENT

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This addendum supplements your Core Membership Agreement and explains the terms, conditions, and expectations for house call services.

House calls are a unique benefit of membership at Whole Pediatrics Group. They're offered based on availability, clinical appropriateness, and your membership tier. This agreement outlines the guidelines that make house calls possible.

### Geographic Service Area

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House calls are available to members within a defined service area:

- **Primary service area:** Within 15 miles of the Riverside office
- **Extended service area:** 15-25 miles from the office (additional travel fees apply)
- **Beyond 25 miles:** Generally not available; exceptions may be made at my discretion with additional fees

### Travel Fees

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- **Within 15 miles:** No travel fee
- **15-25 miles:** \$40 travel fee
- **Beyond 25 miles:** Additional fees determined case-by-case (disclosed before scheduling)

Travel fees are in addition to house call fees (if applicable based on your tier).

### House Call Fees by Membership Tier

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#### Essential Care Members

- **House call fee:** \$125 per visit
- **Plus travel fees** if applicable
- Example: House call at 18 miles = \$125 + \$40 travel fee = \$165 total

#### Comprehensive Care Members

- **House call fee:** Included in membership
- **Travel fees apply** for distances 15-25 miles (\$40)
- Example: House call at 18 miles = \$0 house call fee + \$40 travel fee = \$40 total

#### Extended Care Members

- **House call fee:** Included in membership
- **Travel fees apply** for distances 15-25 miles (\$40)
- Example: House call at 18 miles = \$0 house call fee + \$40 travel fee = \$40 total

## Eligibility Requirements

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House calls are available to **active members in good standing**, which means:

- Your membership fees are current (no outstanding balances)
- You've maintained a respectful relationship with the practice
- You've followed safety requirements outlined in this agreement
- You haven't violated practice boundaries

House calls are **not available to non-members**.

## When House Calls Are Appropriate

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House calls work best for:

- Newborn follow-up visits (weight checks, jaundice evaluation, feeding support)
- Sick children who are contagious (keeping them out of the waiting room)
- Multiple sick siblings (easier than bringing everyone to the office)
- Children who are ill but stable enough for home evaluation
- Post-procedure follow-up (circumcision, ear piercing)
- Situations where getting to the office is challenging (bad weather, car trouble, sick parent)

## When House Calls Are NOT Appropriate

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House calls should **not** be used for:

- **Emergencies** (call 911 or go to the ER)
- Conditions requiring equipment I can't bring (X-rays, extensive lab work, etc.)
- Situations where office-based care is safer or more appropriate
- Convenience alone (house calls are for clinical need, not preference)

### ⚠ Important: House calls are discretionary, not guaranteed.

I decide whether a house call is clinically appropriate based on:

- Your child's symptoms and condition
- What can be done safely and effectively at home
- My schedule and availability
- Weather and safety conditions

If I determine an office visit or emergency room visit is more appropriate, I'll direct you accordingly.

## What I Can and Cannot Do at Your Home

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### Services I Can Provide at Home:

- Physical examination
- Newborn assessments (weight, feeding evaluation, jaundice check)
- Evaluation of common childhood illnesses

- Minor procedures (simple wound care, ear cleaning, etc.)
- Circumcision (for appropriate candidates)
- Ear piercing
- Medication prescribing (when appropriate)
- Parental guidance and education

### **What I Cannot Do at Home:**

- X-rays or imaging
- Extensive lab work
- Procedures requiring specialized equipment
- Emergency interventions requiring hospital resources

If your child needs services I can't provide at home, I'll help coordinate appropriate care.

## **Safety Requirements - NON-NEGOTIABLE**

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For me to safely provide care in your home, the following requirements must be met. **These are not optional.**

### **Pet Safety**

- **All pets must be secured in a separate room or outside** before I arrive
- This includes dogs, cats, birds, reptiles, and any other animals
- "Friendly" or "well-behaved" pets still must be secured—no exceptions
- Pets cannot be in the same room where I'm providing care

**⚠ CRITICAL: If pets are not secured when I arrive, I will not enter your home.**

You will still be charged the full house call fee + travel fees. This is not negotiable. Securing pets is YOUR responsibility, and failure to do so wastes my time and prevents me from caring for other patients.

### **Clean, Safe Environment**

- The area where I'll examine your child must be reasonably clean
- Clear a space for me to work (bed, changing table, couch, etc.)
- Remove clutter, hazards, or obstacles from the examination area
- Ensure adequate lighting
- Maintain a comfortable temperature

### **Weapons and Controlled Substances**

- Firearms must be secured and out of sight
- Illegal drugs or drug paraphernalia must not be visible or accessible
- I reserve the right to leave immediately if I feel unsafe

### **Behavioral Expectations**

- All adults in the home must be respectful and cooperative
- No one under the influence of drugs or alcohol should be present
- Threatening, aggressive, or inappropriate behavior will result in immediate termination of the visit

## Scheduling House Calls

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House calls are scheduled based on availability. They're not on-demand services.

- Request house calls by phone, text, or email
- I'll evaluate whether a house call is appropriate and check availability
- House calls are typically scheduled within 24-48 hours (not same-hour)
- I may offer an office visit instead if that's more appropriate

## Cancelled or Unsuccessful Visits

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### If You Cancel

- Cancel at least 2 hours before scheduled time: No charge
- Cancel less than 2 hours before scheduled time: 50% of house call fee
- No-show: Full house call fee + travel fees

### If I Cannot Complete the Visit Due to Safety Violations

If I arrive and cannot provide care because:

- Pets are not secured
- Environment is unsafe
- Behavioral issues make care impossible

### You will be charged:

- Full house call fee (based on your tier)
- Full travel fees
- These fees are **non-refundable**

## Consequences of Repeated Violations

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If safety requirements are violated repeatedly:

- **First violation:** Warning + full charge for unsuccessful visit
- **Second violation:** House call privileges suspended for 90 days
- **Third violation:** House call privileges permanently revoked
- **Severe violations:** Membership may be terminated

This is not meant to be punitive—it's to ensure I can safely care for all my patients. Repeated disregard for safety requirements shows a lack of respect for my time and safety.

## Member-Only Service

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House calls are **only available to active members** of Whole Pediatrics Group.

### Why?

- **Safety:** I need to know you and have an established relationship
- **Trust:** House calls require mutual trust and respect
- **Clinical safety:** I need your child's medical history and our clinical relationship
- **Payment security:** Members have payment methods on file

- **Membership value:** House calls are a benefit of membership

I will not provide house calls to non-members under any circumstances.

## Your Acknowledgment

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By signing below, you confirm that you:

- ✓ Understand house calls are discretionary and not guaranteed
- ✓ Understand the geographic service area and travel fees
- ✓ Understand house call fees based on your membership tier
- ✓ Agree to secure all pets before my arrival (non-negotiable)
- ✓ Agree to provide a clean, safe environment
- ✓ Understand I will charge full fees if I cannot enter due to safety violations
- ✓ Understand repeated violations may result in loss of house call privileges or membership termination
- ✓ Understand house calls are only available to active members in good standing

**Parent/Guardian Name:**

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**Child(ren) Covered by This Agreement:**

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**Home Address:**

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**Distance from Office (approximate):**

\_\_\_\_\_ miles

**Do you have pets?**

Yes  No

**If yes, what type(s):**

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**I confirm that I will secure all pets before house calls:**

Yes, I understand and agree

**Signature:**

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**Date:**

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