



Office Policies

Welcome to Pediatric Associates of Wylie! Here are a few of our “rules” that we would like for you to be aware of to facilitate a good relationship between you and your pediatrician:

Office Hours: Our office hours are 8:30 a.m. to 5:00 p.m. Monday through Thursday and 8:30 a.m. to 4:00 p.m. on Fridays.

Appointments: Patients are seen **by appointment only**. Each child needing examination by the doctor should have an individual appointment.

In general, well examinations cannot be scheduled on the day that you call. We reserve only a certain number of well examinations per day. In addition, well examinations cannot be conducted on an ill child. If your child is sick, we will need to reschedule the well examination, but can see your child for his/her illness during the scheduled appointment. This also applies to other conditions that require a significant amount of time for the physician to effectively manage the condition (i.e., asthma, ADHD).

We will attempt to contact you 1-2 business days prior to your appointment as a reminder. If we are unable to reach you, it is still your responsibility to keep the appointment.

Absences from school will only be excused by our office if your child has been seen in the office for the illness.

Walk Ins and Late Arrivals: Rescheduling will be necessary if you are more than 10 minutes late for your appointment. We will try to work you in if time allows. There will be a \$25 fee for missed appointments. We will send one warning letter after the initial missed appointment before assessing any fees. In addition, any cancellation or reschedule for well visits made within 24 hours or less of the scheduled appointment will be charged a \$25 fee. A warning letter will be sent prior to assessing any fee.

Fees, Insurance and Health Plans: A Parent/Guardian must notify the office of changes in address, telephone number or insurance. You must bring your insurance cards to every visit. The person who brings the child to the office will be expected to pay at the time of service.

You will be responsible for payment of charges from services rendered if we are unable to verify benefits with your insurance company. Insurance companies require collection of your co-pay or contracted percentage of services at **every** visit. If you have a deductible that has not yet been met, you will be required to pay for the visit in full. If your insurance company does not pay for a service, the charges will be the responsibility of the parent/guardian. We recommend that you always question your insurance company regarding your benefits first if you have any questions about covered services or bills.

We accept cash, checks, Visa, MasterCard, American Express and Discover.

Financial arrangements will be required for balances which remain unpaid after two statements have been received, prior to scheduling an appointment.

There is a \$25 fee for returned checks.

Medical Records: Medical records can be faxed to another physician's office free of charge upon release of the medical record. Patient copies of the medical record can be obtained for a fee. Copies of the medical record will be provided within 2 business days with a prepayment.

Medication Refills: Patients on medication for ADHD will be seen for medication check-ups every 3 months. Refills for ADHD medications will be provided only if these appointments are kept. Parents/Guardians may call the nurse to request a refill for ADHD medications. These prescriptions will be available for pick-up 48 hrs after the request has been made during our regular business hours. Controlled substance medications (ADHD medications) must be picked up by a parent/guardian and filled within 21 days of the date the prescription was written. In the event, the prescription is not picked up and filled, a \$15.00 charge will be applied for rewrites.

Medication refills can be requested over the phone to treat stable, chronic medical conditions that require ongoing medication (i.e., asthma, allergies), as long as the patient is established and has been seen for the condition within the past 6 months. Refills will not be provided after hours or on the weekends. Please allow 48 hrs for these refills to be completed.

Any prescription refills needed prior to our office policy of 48 hours, will be assessed a \$15 fee.

Telephone Calls: Our nurses/medical assistants are always available during business hours to serve your needs. You can ask to leave a message with any questions that you may have. All messages received prior to 3:00 p.m. will be returned on that business day; however, depending on the daily schedule, these calls may not be returned until the end of the day, and they will be returned in order of urgency. Calls received after 3:00 p.m. will be returned the next business day. If you feel your child needs to be seen you should speak with someone in the front office to schedule an appointment, as the schedule fills quickly.

In general, antibiotics will not be prescribed over the phone. If you feel your child may need an antibiotic, he/she will need to be seen.

In case of an emergency, call 911 or take your child to the nearest hospital emergency room.

After Hours Services: After-hours contact with the nurse/physician is intended for urgent medical problems only. Questions about appointments, billing, referrals, refills, or other issues of a non-urgent nature should be placed during normal business hours.

Violation of office policies may result in dismissal from the practice.

By signing below you acknowledge that you have read and understand the office policies.

Signed: _____ Date: _____
Signature of Parent/Guardian