

# West Plano Pediatrics, P.A.

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## OFFICE POLICIES

Welcome to West Plano Pediatrics! We hope this information will be helpful and will contribute to a better understanding between you and your pediatrician.

**Office Hours:** Office hours are 8:30 a.m. to 4:30 p.m. weekdays with the exception of Wednesdays 9:00 a.m. to 4:30 p.m. The phones turn over to the answering service from 12:00 p.m. to 1:00 p.m. for lunch and you may leave a message during this time. On Saturday morning the physician on call is usually in the office for sick visits only. When your child becomes ill on a Friday evening or Saturday morning, you may call Saturday morning at 9:00 to see if your child needs to be seen. If your child becomes ill during the week, this should be handled before the weekend.

**Appointments:** Children will not be seen without a parent or legal guardian present. If you leave town and your children stay with family or a sitter, you must give "power of attorney" to the responsible party. This allows for child to be seen in your absence. Contact our office to request a form.

Routine well child exams are an important part of you child's medical care. A well child checkup focuses on your child's growth and development. Scheduling these exams at least 2 months in advance will give you the best choice of time and day.

If your child is ill, please call for a sick appointment as early in the day as possible. During sick visits, counseling will be limited to the current problem.

Plan on arriving 10 to 15 minutes early for all appointments.

**Walk-ins and Late Arrivals:** Office visits are by appointment only. Parents who appear in the office requesting to be seen will be given the next open appointment that day, if the doctor's schedule permits. **Patients who arrive late, by 15 minutes or more, for an appointment will be required to reschedule.**

**Telephone Calls:** We ask that you make all non-emergency calls during regular office hours, when we have your child's medical records available. We will return your call as quickly as possible in the order received, and generally in the same half-day in which you call. There will be a charge for non-emergency phone calls that are made after-hours. **Antibiotics are not prescribed by telephone. The doctors prefer to examine your child and tailor treatment to the specific diagnosis. Medication refill requests should be made only during regular office hours.**

**After Hours Care:** If you have an urgent matter that cannot wait until regular office hours, please give this information to the answering service. They will contact the physician on call. Should a life-threatening emergency occur, call 911.

**Fees, Insurance, and Health Plans:** We expect payment at the time of service, and all co-payments will be collected upon your arrival. If co-payments are not paid at the time of service a \$10.00 fee will be assessed to your account. For your convenience we accept MasterCard, Visa, cash or check. Please bring your current insurance information to each office visit. If you do not have your insurance information with you, you will be expected to pay for the visit until the information is provided. We do not file insurance for indemnity policies, you will be expected to pay at the time of visit and a receipt will be provided for you to file with your carrier.

We appreciate your confidence in choosing this office. We are dedicated to providing the best healthcare possible for your children.