

# West Plano Pediatrics - Office Policies

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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:** The office is open from Monday to Friday from 8:30 am to 4:30 pm. The phones turn over to an answering service from noon to 1:00pm, or when the office is closed. Sick appointments are available on Saturday mornings, from 9:00 am to noon.

**Immunization Policy:** West Plano Pediatrics believes in following the American Academy of Pediatrics vaccine schedule, unless there are medical contraindications. Therefore, we are unable to accept new families unless they are willing to comply with this schedule.

**Appointments:** Children 17 years and under must be seen with a parent or legal guardian. Otherwise, please sign an Appointment of Agent/Authorization for Treatment form which allows for your child to be seen in your absence. These forms are available both in our office and on our website. In addition, you may also request for an appointment on our website, and a staff member will respond to you directly.

**Walk-Ins and Late Arrivals:** Office visits are by appointment only. There may be an extended wait time for patients without an appointment. Late arrivals of 15 minutes or more may be required to reschedule.

**No Show Policy:** No Show patients will incur a cancellation fee without 24 hours notice.

**Telephone Calls:** Please make all non-emergent calls during regular office hours to allow us access to your child's medical records. In general, your call will be returned within the same day. For non-emergent calls made after office hours, there may be charge for the doctor to be paged.

**Medications:** Antibiotics are not prescribed by phone. Your child will require an examination to determine the best diagnosis and treatment. For all prescription refills, please contact our office directly and allow 48 hours for the prescription to be handled.

**After Hours Care:** If you require urgent medical advice that cannot wait until regular office hours, our answering service will connect you to the on-call physician. If there is a life-threatening emergency, call 911.

**Fees:** We will be collecting an annual administrative fee for each patient to cover the cost of sending electronic prescriptions, completing forms which are reviewed by the doctors, making referrals to specialists, etc. All forms and shot record requests will be completed within 3 business days.

**Payment:** We expect payment at the time of service, and all co-pays will be collected upon arrival. For convenience, we accept Master Card, Visa, cash or check. Please bring your current insurance information to each office visit. If you do not have your current insurance information, you will be expected to pay for the office visit in full. For your convenience, any balance on your account may also be paid on our website.