



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 roll over from 12:00 pm to 1:00 pm daily for lunch, and when our office is closed.

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 in attendance. Otherwise, please sign an Authorization for Treatment Form which allows for your child to be seen with another adult in attendance, appointed by the parent or legal guardian. This form is available both in our office and on our website. In addition, you may also request 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. Late arrivals of 15 minutes or more may be required to reschedule.

No Show/Cancellation Policy: Appointments in which the patient does not show, or appointments that are not cancelled 24 hours in advance, will incur a no-show/cancellation fee of up to \$50 per patient.

Telephone Calls: Please make all non-emergent calls during regular office hours. Typically, your call will be returned within the same business day.

After-Hours Care: If you require urgent medical advice that cannot wait until regular office hours, you may choose to connect to the after-hours triage nurse for a minimal charge.

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 up to 48 hours for handling.

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.

Payment: We expect payment at the time of service, and all copays and deductibles will be collected upon check-in. For convenience, we accept MasterCard, Visa, Discovery, American Express, Apple Pay, Samsung Pay, Google Pay, cash, or check.

Failure to Pay: Continued failure to respond to billing statements or make payments may result in the suspension of certain non-urgent services and ultimately the dismissal from our practice. Please be advised outstanding debts will be forwarded to a collection agency in which unpaid balances will be reported to the appropriate credit agencies.

Insurance: Please bring your current insurance information to each office visit. If you do not have your current insurance information available at the time of check-in, you will be expected to pay for the office visit in full prior to services being rendered.

Parent or Legal Guardian Signature: _____