

## **Welcome to Pediatric Associates of Plano, P.L.L.C.**

**Theresa A. Shouse, M.D.**

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### **Office Policies**

We want your experience with our office to be a positive one. We are very happy that you have chosen our office to be part of your child's life. Below you will find our office policies. Please read each one carefully. We hope this information will be helpful to you when accessing our office and making decisions about your child's health.

#### **OFFICE HOURS:**

Our office offers appointments Monday through Friday between the hours of 8:30 and 4:00.

#### **APPOINTMENTS:**

Office visits are by appointment only. We work hard to see our patients as close to their appointment times as possible. As you know, emergencies can increase wait time. Patients who arrive late for appointments may be asked to reschedule.

Children cannot be seen without a legal guardian or parent present. Also, we are an English-only speaking office. If the guardian or parent present cannot communicate in English, it is required that an interpreter accompanies them to our office. An interpreter would also be required for any telephone communication with our office. If you are unavailable to be present with your child, "power of attorney" must be given to the adult accompanying your child for the appointment. Our office will provide you with the necessary paperwork. This would allow for a sick visit in your absence. A parent or legal guardian is required to be present for routine well child exams.

Our physicians require routine well child examinations. These examinations focus on your child's growth & development and early detection of illness. These are performed frequently up to age 2, and yearly thereafter. Please allow 1-2 months to schedule this visit.

We understand that there are times when it will be necessary for you to cancel or reschedule your appointment. In order for us to be available to as many patients as needed, we ask that you provide our office with at least 24-hour notice of any necessary change. There will be a \$25.00 charge for broken appointments without appropriate notice.

#### **Telephone Calls:**

We ask that you make all non-emergency calls during regular office hours when your child's chart is available. We will return your call as quickly as possible, generally within 2 hours. Our highly trained pediatric nurse staff returns all telephone calls. They work closely with the physicians. Typically, antibiotics are not prescribed over the telephone. The physician will need to examine the child to secure an appropriate diagnosis and treatment. After office hours, the pediatric nurse staff at First Call receives telephone calls. There is a fee for after hour phone calls. You will be given homecare guidelines and the physician on call will be paged if the matter is urgent. If a life threatening situation arises, call 911.

## **Payment, Insurance & Health Plans:**

Payment is expected at the time services are rendered. We do accept Mastercard and Visa. If you have insurance coverage with a health plan that our office participates with, we will collect your co-insurance and file the claim with your plan. Our goal is to help you in every way to utilize the insurance benefits you have for your child. Please be aware that **regardless of your insurance status**, you are ultimately responsible for the charges. We require that you present complete and accurate insurance information and that you *complete* a registration form on initial visit, *on an annual basis*, and if and when your insurance coverage changes. We will keep a copy of your insurance card in your child's chart. Please be aware that most insurance plans do not cover 100% of the services provided. If after your insurance company pays and you still owe a balance, even though you paid your co-pay at the time of visit, you will receive a statement from our office. We ask that you take care of the balance upon receipt of the statement. If after 2 statements are sent out and payment or arrangements have not been made, we will employ an outside agent to collect your account at which time you will be charged a collection fee. Please do not hesitate to call on our billing staff at anytime to assist you with any insurance or account questions you may have.

## **Physician Selection:**

Once you have selected a physician in our group it is our policy to not allow you to change your primary physician. All of our physicians take call and cover for each other in their absence. You will probably see all of our physicians at one time or another during the course of your child's care due to illness. Your primary physician will remain the same.

## **Medical Records:**

All medical record requests, including immunization records, require written release of information authorization with a signature of the legal guardian or parent. We can accommodate immunization record requests the same day, but please allow up to 5 days for copies of other medical records. One *free* copy of your child's record, upon request, is provided to you if you move away or leave the practice for other reasons. After the initial copy, please be aware that a fee would apply for additional copies.

## **Telephone Numbers:**

Please keep our office number and fax number handy for your records.

Office                972-981-8380  
Fax                    972-981-8463

I have read and understand the office policies related to care provided by Pediatric Associates of Plano, P.L.L.C.

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Signature

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Date