

Pediatric Specialists of Plano, Inc.

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OFFICE POLICIES:

Welcome to Pediatric Specialists of Plano! We look forward to providing excellent care for your children.

We want your experience with our office to be a positive one. Below you will find our office policies. Please read each carefully. We hope this information will be helpful to you when accessing our office and making your decisions about your child(ren)'s health.

OFFICE HOURS:

Our office is open Monday-Friday between the hours of 8:15 and 4:45. We are also open on some Saturdays from 8:30-11:45 for sick visits only.

APPOINTMENTS:

Office visits are by appointment only. We strive to see our patients as close to their appointment times as possible. However emergencies do arise and can cause an increase in waiting time especially during the winter months. Patients who arrive more than ten minutes late to their appointment may be asked to reschedule.

If you need to add a sibling to the schedule, please call before you arrive for the scheduled appointment or advise the front desk upon check in; otherwise there will be an ADD ON FEE of \$25.00* per sibling added, which is not billable to your insurance.

We understand that there are times when you need to reschedule or cancel your appointment. In order for us to be available to see as many patients as needed, we kindly ask you provide our office with at least a 24-hour notice of these changes. If we do not receive adequate notice from you and/or you simply do not keep your appointment, you will be responsible for a \$25.00* NO SHOW CHARGE per missed appointment. This is not billable to your insurance and MUST be paid before being seen again in the office.

TELEPHONE CALLS:

We ask that you make all non-emergency calls during our regular business hours. If you need a medication refill, please call your pharmacy and have them fax a refill request form. This allows the doctor to have current and past medication history in your chart.

Patients that call after office hours will be directed to our on-call service. If a non-emergent call is made (for example, prescription refill or "runny nose for three days"), you could be charged with a NON-EMERGENT PHONE CALL FEE of \$20.00*. If a life-threatening situation arises, please call 911.

*All fees are subject to change

PATIENT / INSURANCE PAYMENTS:

Payment is expected at the time services are rendered. Payment will be accepted in the form of cash, check, MasterCard or Visa. We require that you present accurate insurance information and that you complete a registration form at the initial appointment and update it on a semi-annual basis, or when any of your information changes. We will keep a copy of your insurance card on file in your chart. Our goal is to help you utilize your insurance benefits to the fullest extent. If you have insurance coverage through a plan with which our office participates, we will collect the portion for which you are responsible and file the claim. While this office will attempt to negotiate disputed claims with the insurance carrier, the ultimate obligation for services rests with the patient/guarantor. Please be aware that most insurance plans do not cover 100% of the services provided. After the insurance company has paid your claim, if you still have a balance (even though you paid your co-pay at the time of service), you will receive a statement from our office. We ask that you pay the balance upon receipt of this statement. Account balances exceeding 60+ days without payment arrangements will be sent to collections and possibly be released from the practice. Please do not hesitate to contact our billing office to assist you with any insurance or account questions. Patients with outstanding balances may be refused further appointments until balances are paid in full or other payment arrangements are made.

MISCELLANEOUS FEES:

There will also be a charge for each Controlled Substance Prescription which is \$5.00*.

MEDICAL RECORDS:

All medical record requests require written release of information. The Texas State Board of Medical Examiners allows 2 weeks for the processing of all medical records. There is a fee for patients that request medical records which must be paid prior to the records being copied and mailed. The fee is \$25.00* for the entire chart and \$10.00* for the condensed version, which includes the Health History Summary, Immunization Record, and Growth Charts.

I have read and understand the office policies related to care provided by Pediatric Specialists of Plano.

Signature _____ Date _____

Signature _____ Date _____

Signature _____ Date _____

Signature _____ Date _____

Signature _____ Date _____

Signature _____ Date _____

Signature _____ Date _____

Child's Name _____ Date of Birth _____

*All fees are subject to change