

# ATTENTION

## URGENT SITUATIONS



You may call our after-hours telephone advice service, especially during weekend hours. This service is intended for urgent needs that require immediate attention and cannot wait until we are back in the office. (By limiting unnecessary calls to the telephone advice service, you are helping us to allow the service to more quickly reach those in urgent need.)

## WELL CHILD VISITS



It is the policy of this office to reschedule well-child visits if you are more than 15 minutes late for your scheduled appointment. We greatly appreciate your making every effort to arrive on time.

## Prescription refills



By law, duplicate controlled medication prescriptions are accepted by pharmacies for 21 days from the date they are written. Should you not fill your child's prescription within this time, a duplicate prescription will be required. It is our policy to collect \$10.00 at the time the duplicate prescription is picked up. If you have a questions about what prescriptions are considered "controlled", please ask the staff.

## COOK CHILDREN'S IN FLOWER MOUND OFFICE POLICY

We would like to take this opportunity to welcome you to our practice. We consider it an honor that you have chosen us to work in a partnership with you in the health care of your children. In order to make this a successful working relationship, certain policies have been established.

**Office Hours** Our office is open for patient appointments from 8:30 am to 5 pm on weekdays. The front (business) office opens at 8 am on weekdays.

**Time Management** Your time is as important to us as it is to you. For this reason it is our policy to schedule patients at intervals, which allow sufficient time to thoroughly examine your child. The success of our scheduling depends in part on the information that is given when the appointment is made. If your child is having special problems, please advise the receptionist so she can allow extra time before the next patient is scheduled.

On occasion, an acutely ill patient may require treatment beyond the scope of their scheduled time. If this results in waiting time for you, we will advise you of this on your arrival so you can decide whether you want to wait or reschedule for a better time. When possible, you will be called at home before your appointment to tell you if we are more than 30 minutes behind.

For this system to work well, it is also critical that you inform us if you are going to be more than 15 minutes late for a scheduled appointment. This goes beyond a matter of courtesy to us, as it is also important for those scheduled after you who bring their child on time. If you do arrive more than 15 minutes after your appointed time without notifying us, it may not always be possible for us to see your child that day. If your child is here for a "sick" visit, you will be given the opportunity to wait until your doctor can work you in or to reschedule for the following day.

**Missed Appointments** We have a "reminder" policy whereby all scheduled patients are called the workday before their appointment to confirm that they will be coming. We do not routinely "double" or "triple" book appointments; therefore, if you do not cancel a scheduled appointment, you create a vacancy in our schedule which cannot be filled. For this reason, it is our office policy that our doctors may ask you to seek medical care elsewhere after three "no show" appointments.

**After-hours calls and emergencies** Our doctors are available 24 hours a day, seven days a week, including holidays, for your **emergency** concerns. If you have an emergency while our office is closed, call the office number at **972-691-2388** and you will reach the answering service. The physician will be paged and will get in touch with you as soon as possible. In case of a life-threatening emergency, please call 911. We use Cook Children's Hospital in Ft. Worth whenever possible for after-hours emergencies. If you have a medical concern that is not an emergency and can wait until the office opens, please call us during regular office hours. Most calls can be handled by one of our nurses, but if you wish to speak to your doctor, she will return calls at the end of the day or between patients if time permits. If an emergency exists, let the receptionist know immediately so that you may speak to the physician or nurse promptly. If you have paged the physician on call for an emergency, please disconnect your anonymous caller rejection by dialing \*87. This allows the physician to return your call from a private phone number.

**Waiting Room** Please be aware of the separation in the waiting between the sick patient area and the well patient area. Keeping the areas separate as well as having separate toys in each area is, of course, an infections control measure. We would ask the cooperation of the parents in keeping their child (ren) confined to the appropriate waiting area for their own protection.

We also request that other children who are brought with the patient who has the appointment are not left unsupervised in the waiting room area. A suitable supervisor is an adult or family member 16 years of age or older. If you must bring other children with you without such a supervisor, they will be asked to accompany you and the patient into the examination room.