



TLC Pediatrics of Frisco

Seth D. Kaplan, M.D.

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OFFICE POLICIES

Welcome to TLC Pediatrics of Frisco

Office Hours: Office hours are 7:30 a.m. to 5:00 p.m. Monday through Thursday and 7:30 a.m. to 4:30 p.m. on Fridays; there are no regularly scheduled office hours on the weekends. The office is closed for lunch and phones turned over to the answering service between 12:00p.m. and 1:30 p.m. You may leave a message during this time or page the doctor through the answering service for any urgent issues.

Appointments: Children will not be seen without a parent or legal guardian present. If you are unable to be present at the time of a sick visit, you must give "power of attorney" to the responsible party. This allows for your child to be seen in your absence. We have a form available in the office for your convenience. Please ensure that a form is completed and on file with our office for each person you consent to bring in your child in your absence, this includes but is not limited to grandparents, sitters, and nannies.

Routine well child exams are an important part of your child's medical care. A well child checkup focuses on your child's growth and development; **to ensure proper preventative care for your child, he/she will not be seen for a well visit without a parent or legal guardian present.** Scheduling these exams at least 2 months in advance will give you the best choice of time and day. Please call after 10:00 a.m. to make these appointments.

If your child is ill, please call for a sick appointment as early in the day as possible after 7:30 a.m. During sick visits, counseling will be limited to the current problem. Sick visits are made on the same day only, except for chronic problems and follow-up visits.

Please, plan on arriving 5 to 10 minutes early for all appointments. If we are running late, we will let you know at the time you arrive. Please bring books or toys to help keep your child occupied while waiting.

Walk-ins, No shows and Late Arrivals: Office visits are by appointment only. Patients who appear in the office requesting to be seen will be given the next open appointment that day if the doctor's schedule permits. There is a \$35 charge for walk-in appointments.

Patients who arrive late for an appointment by 15 minutes or more may be required to reschedule. There is a \$25.00 charge for patients canceling an appointment with less than 24 hours notice and those not showing for an appointment without canceling. In addition, we reserve the right to dismiss patients from our practice with a 30 day notice for **chronic no shows or cancellations** as these actions inhibit our ability to schedule and treat other patients.

Telephone Calls: We ask that you make all non-emergency calls during regular office hours, when we have your child's medical record available. We will return your call in the order received, and generally in the same half-day in which you call. You can also message us via the patient portal.

Antibiotics are not prescribed by telephone. Our physicians prefer to examine your child and tailor treatment to the specific diagnosis. Medication refill requests should be made during regular office hours or left on the non-urgent message line.

*** please note this document is double sided, see back for further information ***



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After Hours Care: If you have an urgent matter that cannot wait until regular office hours, please call the answering service by using our regular telephone number and follow the instructions for leaving a message for the on call nurse triage service. There is a charge associated with after hours calls which will be submitted to your insurance company, patient payment will be dictated by your insurance fee schedule. There is an option to leave a non-urgent message to be returned the next business day, there is no charge for messages left. Should a life-threatening emergency occur, please call 911

Fees, Insurance, and Health Plans: We expect payment at the time of service, and all co-payments, co-insurance and deductibles not met will be collected at the time of service. For your convenience, we accept MasterCard, Visa, cash, or check. A \$25.00 fee will be assessed to your account for all returned checks. Please bring your current insurance information to each office visit. If you do not have your insurance information with you, you will be expected to pay for the visit until the information is provided. In addition, we require a Credit Card to be kept on file, this card will be automatically charged for balances past due 90days or greater. We will not charge this credit card prior to that unless we have received authorization from you.

New babies: When you delivery, your child will see the pediatrician on call at the hospital. Upon discharge, please call our office to schedule a visit 24-48 hours after discharge. Please bring your discharge summary to your first visit. Your baby should have the first Texas Department of Health Newborn Screen ("PKU") and Hepatitis B vaccine in the nursery. Your second PKU will be done at the office at two weeks of age.

Immunizations: Our physicians follow AAP guidelines and require our patients to be vaccinated. Unfortunately, we cannot accept responsibility for the care of patients who are refusing to vaccinate.

School and Camp Forms: We receive many requests to complete school/camp forms and immunization records. In order to meet all these requests and complete the information accurately, we require 72 hours advance notice. There is a \$10 form fee per day for any forms submitted outside of a regularly scheduled well child visit.

Electronic Communication: Secure electronic communication is available through our patient portal. You can sign up for portal access at anytime by providing one of our staff members your email address or cell phone number.

We appreciate your confidence in choosing this office for your pediatric needs. We are dedicated to providing the best healthcare possible for your children. We look forward to caring for your child and your family.