

POLICIES & PROCEDURES
FOR
ALL STAR PEDIATRICS, PC

The following are the Policies and Procedures for All Star Pediatrics, PC.

We are a pediatric practice and will care for your children from birth to college-age and we hope to forge a long term relationship with you and your family.

Office Hours: Our office hours are 8:45 a.m. to 4:30 p.m. Monday through Friday (closed for lunch from 11:45 a.m. to 1:00 p.m.), Saturday hours are 8:45 a.m. to 11:30 a.m.

After Hours: Call 911 day or night for any life threatening emergencies for which your child might require resuscitation. For poisoning, call the Poison Control Center at 800-222-1222. After office hours, calls should be made only for emergencies or urgent problems that can't wait until morning. Calls about mild illnesses can usually wait until the next morning, and well child questions, prescription refills, etc. should be taken care of during office hours. To reach our office staff after hours, just dial our phone number and you will be directed to dial 101 if you want to page the office. Our office staff will either answer the call if available or call you back if you leave a message. If you do not hear back from them within 20 minutes please call again.

Please have the following information available when you call; your child's main symptoms, your child's temperature if sick, your child's approximate weight, the names and dosage of any medicines your child is taking, your pharmacy's phone number (be sure it's open). Always have a pencil and paper handy to take down instructions, and have your child nearby in case you need to check something about his/her condition.

Scheduling Appointments: Well child visits should be made in advance to accommodate your schedule. You may pick which doctor you prefer to see on a well visit, but not a sick visit. Same-day sick child appointments should be made before noon if possible so we can plan the day, and please tell us if you plan to have more than one child seen. If you only make an appointment for one child and bring two in to be seen the other child will be considered a walk-in. Walk-ins will be asked to return at a scheduled time later in the day or they will be charged an additional \$30.00 for that visit. Any additional charge for walk-ins will be due before leaving the office in addition to your co-pay for the insurance. If you show up for a well appointment more than **15 minutes** late you will be asked to reschedule your appointment. Children hate to wait, so please help us keep on schedule. We will send you an email reminder about your appointment so please make sure we have your correct information on file.

New Parents: You only have 30 days to add your child to your insurance policy. Please call as soon as you can to take care of this. We will bill your insurance, however after 30 days if the child is not added to your policy you will be responsible for any and all charges. Our office does not participate with the Illinois Public Aid Insurance, if you are planning on adding your child to this plan, please inform our receptionist at your first visit to our office.