

Amarillo Children's Clinic

Welcome to our Practice!

We hope the following information will be helpful to you. We respect your time and we would like to make your visit to our office as friendly and efficient as possible.

Location:

We are located at #17 Care Circle. This is in the Legacy Square Professional Park on Amarillo Blvd between Soncy and Coulter.

Office Hours:

Our normal business hours are from 8:00am to 11:45am and from 1:15pm to 5pm. We are open during the lunch hour if you need to pick up prescriptions or other forms. On days we are not on call we will forward our phones to the answering service at 3:45PM. When our phones are forwarded we have an answering service that will take your calls and forward them to the appropriate party. We always have a triage nurse on call who can answer your questions in case of an emergency and who can access the physician on call if necessary. The triage nurse will return your call as soon as possible. Our call group consists of our three pediatricians, Dr. Meganne Walsh and Dr. Shu Shum. On weekends and holidays one of us will have an open clinic to see sick children.

Phone System:

When you call you will be given several options to choose from. If you know you want your child seen by a physician or nurse practitioner press 2 and answer the questions. One of our receptionists will return your call and schedule an appointment for your child. If you simply have a question for the nurse please press 3 and follow the same procedure. Our return call system is usually very prompt so please be available at the number you leave. If you aren't available for the return call your child's chart maybe be refilled. During extra busy times such as the first thing in the morning and during the winter months it may take our nurses several minutes to return your phone call. Please be patient, we will get back to you as soon as possible. Please do not call repeatedly as this will further delay someone getting back to you.

Medical and Demographic Information:

Please have copies of your child's records from previous physicians with you at or before your child's first appointment with us. It is especially important for us to have the child's shot record before we can continue the immunization schedule. We request updated personal information each month. We make new copies of your insurance card every six months and if the insurance has changed. We ask that you look over previously gathered data and make any changes necessary such as new insurance coverage, address and phone number changes and then to sign the form. Patients with Medicaid coverage need to make sure the name Amarillo Children's Clinic is the assigned PCCM on your Medicaid letter and we have to have both letter and card in order to bill. It is your responsibility to call the Medicaid customer service number and confirm this. This number is 1-888-302-6688. At this time we are not taking new Medicaid or Chips patients at all either as primary insurance or as secondary insurance. Effective November 1, 2008 we will bill retroactive Medicaid for those patients who receive it.

Financial Policy:

Please bring your child's insurance card with you to EVERY appointment. It is your responsibility to know your policy limitations and co-payment amounts. If you do not have your insurance card or Medicaid card with you we will ask that you sign a private payment agreement stating you will be responsible for that day of service. We will collect the co-pay at the time of visit (as required by the

insurance company) and BEFORE the scheduled appointment. If you are a self-pay patient you will be asked for a \$50.00 payment before your appointment and if you have a balance after the appointment you can pay the rest then. You will be responsible for any deductible that has not been met and/or any co-insurance remaining. We try to verify coverage before each child's visit in order to help determine benefits, but this is not always possible. Statements showing a balance will be mailed monthly to the address you give us. Unpaid balances will be turned over to a collection agency after repeated requests for reimbursement. If you have any discrepancies or questions concerning your statement please call our billing office at 806-468-8723.

Patient's Appointments

We schedule well child checks as far in advance as possible. Well child checks for certain ages are scheduled with our nurse practitioner. This frees the doctors up to do more sick visits each day. The nurse practitioner will usually see well checks for children ages 4 months, 18months, some 2 year checks and every year after that with the exception of the 4 year check up. At times, especially during the winter months when children are the sickest our doctors will ask our nurse practitioner to do more of the well child checks in order for them to see more sick children. Sick appointments are only scheduled on a 'same day' basis. The reason for this is that often a parent will book a sick visit for the following day and then the child gets well or feels better and the parent doesn't want or need the sick appointment but forgets to cancel it. It is then wasted time for the doctor.

During busy winter months please do not ask the doctor to see sick siblings unless an appointment has been made ahead of time. This is inconsiderate to patients who have scheduled appointments already and it puts the doctors behind. If a sibling needs to be seen you might be asked to reschedule both children's appointments to a more convenient time.

Cancellations/No Shows

Please call to cancel appointments as soon as possible in order for us to put other sick patients in that appointment time. We request a 24 hr cancellation notice for well child checks and 2 hour cancellation notice before a sick appointment. You may be billed for these appointments if adequate amount of notice is not given. If you miss an appointment a letter will be sent to you reminding you of this. Consistently missing appointments could result in dismissal of the patient from the practice.

If you have any questions regarding the above, or if we can be of further help, please do not hesitate to call our office at (806) 468-6277.

Thank you for being a patient at Amarillo Children's Clinic and Welcome to our Practice!

Sincerely,

Rex Fletcher, MD

Shari Medford, MD

Rebecca Scott, MD

Janice Ray, CPNP