

# Barton Creek Pediatrics

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## Office Policies and Procedures

Office Hours: Monday –Friday 8:30am -5:00pm

### APPOINTMENT POLICY

Sick visits are usually scheduled in the late mornings and late afternoons, while well child/preventative care exams are scheduled in the early mornings and early afternoons. If your child is ill and needs to be seen, please call early in the morning or as soon as possible, to obtain an appointment for that day. Calls made after 3:00pm cannot be guaranteed an appointment that day and may be asked to schedule an appointment the next morning. For after hours calls, which should pertain to urgent care only, contact Med-Link at 323-5465. If your child needs to be seen after hours, Dr Wheelock recommends Dell Children's Hospital, which is located on 51<sup>st</sup> Street and IH-35. If your child needs emergent care or has a life threatening condition, please forgo calling our office and call 911.

Barton Creek Pediatrics is NOT a walk-in clinic and any patient that arrives without an appointment will not be seen. Patients who are scheduled as "work-ins" for urgent care will be seen after regularly scheduled patients. This includes siblings of patients who have a scheduled appointment. If the sibling needs to be seen, please call the office in advance to make certain an appointment is available. This will help keep the physician on time.

If you miss a scheduled *sick visit* without notifying the office prior to your appointment, we have the right to assess a \$35 no-show fee. If you miss a scheduled *well child* appointment without notifying the office 24 hours in advance, a fee of \$60.00 will be assessed to your child's account. If you miss three consecutive appointments without adequate cancellation time, you may be released from the practice.

If you arrive more than 10 minutes late for your scheduled appointment, you may be asked to reschedule your appointment to another day.

The American Academy of Pediatrics (AAP) recommends infants receive a well baby exam at 2 weeks, 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, and 18 months of age. These appointments should be scheduled in advance to ensure appointment availability and timeliness of vaccines/immunizations.

The AAP recommends that a well child/preventative care exam should be performed every year after 2 years of age. These appointments can be scheduled up to 6 months in advance and should be scheduled at least 3 months in advance to ensure appointment availability.



**PRESCRIPTION POLICY**

Refills for prescriptions require 24 hour notice and must be requested during regular office hours. The physician or the nurse will either call in or fax the refill to the pharmacy of your choice. If the prescription cannot be refilled, you will be notified by phone. Refills for ADD/ADHD medication also require 24 hour notice and must be picked up in the office. The patient must be current with a height/weight exam in order to refill his/her ADD/ADHD medication. All ADD/ADHD medication has a fee of \$12.00 which must be paid at the time of pickup.

**MEDICAL CHART & FORMS POLICY**

Requests for copies of the medical chart must be made in writing. The request must include the patient's name and date of birth and a parent's or guardian's signature. According to Texas state law, the physician must transfer records within two weeks. Furthermore, a fee of \$25.00 for the first twenty pages and \$0.50 per page for every page thereafter plus the costs of shipping will be charged if the entire chart is requested. A medical summary with the patient's immunization record and growth chart is provided free of charge.

Camp forms, school forms, sports forms and any other form that you child may need filled out and signed by the physician requires 24-48 hours. A copy of the immunization record will be provided if the form requires it. The fee for the completion of any form is \$15.00 and may be paid in advance or at time of pickup. Our office will NOT fax any form per the new HIPAA Privacy Practices.

A copy of the immunization record will be provided at the time of every well baby/preventative care visit. If you have lost your copy before the next well visit, a fee of \$5.00 will be charged to provide another copy.

**BILLING**

Monthly statements are sent to each account with a balance. If the balance is not paid by the due date on the statement, a Late Fee of \$10 will be assessed.

**I have read and understand the above statements and accept full responsibility, medical and financial, if I fail to comply with these policies.**

\_\_\_\_\_  
Signature of Parent or Guardian

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Date