



San Gabriel Pediatrics 1524 Leander Rd, Georgetown, TX 78628

www.GeorgetownKids.com

(512) 863-7586 (512) 930-3985 Fax (512) 863-5222 Same for after hours / weekends

If you are faced with a life or death emergency, call 911, Emergency Medical Services.

After hours and holidays, call our office numbers above and follow the prompts. You will be connected with the Seton Nurse Call Center where a staff of highly qualified nurses will assist you. If needed, one of our providers will be contacted and call you back.

OFFICE HOURS

Monday - Friday 9:00 - 12:00 (noon)
and 1:30-5:00

APPOINTMENTS

Except for emergencies, please do not bring your child to the office without an appointment. We assign an appointment for each office visit.

On those occasions when all appointment times are filled and your child is ill and needs to be seen, we will give you a time to bring your child in for a "work in" visit.

Should you have more than one child you wish to be seen by a medical provider, you need an appointment for each child.

Please arrive on time for your appointment and inform us of any insurance, address, or responsible party changes, *plus show us your insurance card.*

For yearly check-ups and pre-participation sports physicals, schedule your appointment one month in advance.

If you are late for an appointment, you will be seen when the schedule allows, or you may be asked to reschedule.

OFFICE ETIQUETTE

- Turn off all cell phones while in the office.
- Outside food and snacks are prohibited.
- Keep children 6 and older seated in chairs.
- Do not let your children run wild!
- If you cannot keep your scheduled appointment, please notify us so another child can use that time.

NURSING SERVICES

Our office provides medically trained personnel who will be able to answer many of the questions you may have regarding your child.

When you first call with a specific problem or question, she will take the information about your child and try to help. If at any time you or she feels the doctor or medical provider should be consulted, then they will be brought into the consultation.

Please understand the nurse is here to help you as the medical provider cannot always be immediately available for phone calls during office hours. We try hard to return morning calls before starting afternoon hours. Afternoon calls are usually finished by the end of the day.

REFERRALS TO SPECIALISTS

If your child needs to see a pediatric specialist, we will provide you with specialists in our area. Refer to your insurance plan's listing of providers to ensure that the specialist is in your plan's network before making an appointment. Some plans require approval from our office. Give us one week to complete this process.

IMMUNIZATION RECORDS

Although we will cheerfully provide you with an initial immunization record (shot record) and update it at the time of a visit, it is your responsibility to safeguard this important information as additional copies are subject to a fee of \$10 per record. If you need a copy of your child's shot record, please give the office 24 hours notice prior to pick-up.

MEDICAL RECORDS

We charge for copies of medical records. Some medical records are quite extensive; if you are moving or need a copy of your child's medical records for other purposes, please make your request at least 2 weeks in advance. A release form (available online) must be signed prior to release and a \$25 fee will be charged per record for retrieving and copying these records. These records are available for pick-up only.

SCHOOL AND CAMP FORMS

We charge for completion of forms for schools, camps, and daycares. Please be advised that the doctor completes these forms only if your child has had a physical in the past year. Make your request at least one week in advance. A \$10 fee is charged for completing any forms not done in conjunction with an office visit.

INSURANCE

Most managed care insurances work with this office filing claims on your behalf after you make the required co-payment.

If you do not provide us with complete and current insurance information at the time of service, we will require payment in full for that service.

If the needed information is provided in a timely manner, your payment will be refunded when the insurance carrier pays us. If your insurance carrier requires additional or unusual paperwork, there will be a fee charged for this service.

Most carriers do not allow us to waive your co-payment.

If you believe your co-payment should be waived because of extenuating circumstances, we recommend you call your insurance company and request it. Their telephone number is usually listed on the back of your insurance card. *They will need to send us verification, by fax or email, referencing your child by name and date of service and that they are clearly waiving the co-payment.*

BILLING STATEMENTS

Statements from this office are due upon receipt. Please pay promptly upon getting your statement.