

Pediatrics at Murphy Road

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OFFICE POLICIES

Welcome to Pediatrics at Murphy Road! We are committed to providing high quality, comprehensive medical care to our pediatric and adolescent patients, with caring and compassion. We strive to use the most accurate and current medical information available to help parents assist their children to grow up healthy and able to achieve their greatest potential.

APPOINTMENTS

Patients are seen by appointment only. Please call a day ahead and one of our friendly staff members will assist you in scheduling your child's appointment. If your child is sick, we will make every effort to see your child that day. Please call as soon as you know your child is ill so that we can ensure that a slot is available for same day service. When scheduling, please explain the exact reason your child needs to be seen to ensure that a sufficient amount of time is allocated for their visit. Please bring your current insurance cards and identification with you to all appointments.

Our current office hours are as follows:

Monday-Friday 9:00 am 4:30 pm

First Saturday of the month, September - May 9:00 am-12:00 pm

We require that a parent or legal guardian accompany all patients under the age of 18 to their appointment. As a courtesy, the legal parent or guardian may complete a "Delegation of Consent" form to authorize another designated person to obtain medical care for their child/children in our office. If you are unable to bring your child to the doctor please understand that we are not able to treat your child/children without the proper documentation, in advance, from you.

CANCELLATIONS/LATE ARRIVALS

We understand that there are times when you may need to reschedule or cancel your appointment. In order for us to be available to accommodate all of our patients, we kindly ask you to provide our office with at least a 24-hour advance notice of cancellation, when possible. If you cancel your appointment less than 4 hours before your scheduled time or you do not show for your appointment, you will be charged a \$35 fee. This charge, however, is not billable to your insurance and must be paid by you before being seen again in the office. We ask that you please arrive at the office 10 minutes before your scheduled appointment to register at the front desk. Please inform us at this time if there are any changes in address, health insurance, home, work, and cell phone numbers so that we may update your records.

TELEPHONE CALLS:

Please call our office during regular business hours for all routine well visits and non-urgent sick visits. Please understand that if the doctor or nurses are seeing patients, you may be asked to leave a message. We will, however, make every effort to return all calls the same day, if your call is received before 4:30 pm. **If your child has a life threatening emergency, call 911.** If you have an urgent question that cannot wait until regular business hours, you may call the afterhours number, given on our voicemail, and speak with the on call nurse or doctor.

MEDICATION REFILLS:

In most instances, if you are in need of a medication refill, please contact your pharmacy directly; they will send us an electronic refill request. This ensures that we have current and past medication history in your medical record. Please call before you run out of any medication and allow our office 24 hours to grant your refill request. Please be advised that no new medications will be prescribed without the patient consulting the provider in the office, first.

PATIENT/INSURANCE PAYMENTS:

We accept cash, debit and most major credit cards. We do not accept checks at this time. We require all Co-Payments, Co-Insurance and Deductibles at the time services are rendered. Please be aware that each insurance plan is unique and some do not cover 100% of all services. Also, many plans have limits and/or exclusions that apply to your child's medical care. We recommend that you check with your plan in advance to find out what services are covered and how much they will reimburse for medical expenses. Our office will verify your benefits prior to each visit and will counsel you on your coverage.

Please bring a current copy of your insurance card to each office visit.

Our office is contracted with the following insurance plans.

Aetna - HMO/PPO PPN II - Option II

BCBS - PPO/POS

Beech Street - PPO

Humana - ChoiceCare Concentric & PPO

Cigna HMO/PPO

First Health/Coventry Network - PPO

Galaxy Health Network - PPO

HealthSmart - PPO, ACCEL & GEPO

Independent Medical Systems - PPO

PlanVista - PPO

United Healthcare - Non-Options & Options PPO

Medicaid, Amerigroup, Superior

Should you incur a balance with our office, we ask that you pay the balance upon receipt of your statement. Account balances exceeding 60+ days without payment arrangements will be sent to a collection agency. Please do not hesitate to contact our Office Manager to assist you with any insurance or payment arrangement questions.

MEDICAL RECORDS:

All medical record requests require written release of information. Please allow up to 72 hours to process your request. There is a fee for patients that request medical records. This fee must be paid prior to the records being copied and mailed. The fee is \$25.00 for the first 20 pages and \$0.50 for each additional page. We will fax records to other providers at no cost to you.

Keep your children healthy by following this Well Child Check-Up Schedule

Newborn 2-3 days after discharge, unless instructed otherwise by the Pediatrician, 2 weeks.

2 months. 4 months. 6 months 9 months. 12 months. 15 months. 18 months.

2 years. 2 1/2 years. Yearly thereafter.

Thank you for choosing Pediatrics at Murphy Road for your child's healthcare needs!