



## Office Policies

1. **Routine “well-checks”** are done at ages 4 days, 2 weeks, 2, 4, 6, 9, 12, 15, & 18 months. Also, children are seen **yearly** starting at age 2.
  - a. Vaccinations will be addressed at these appointments
  - b. **A parent or legal guardian MUST accompany their child to ALL “well-check” & vaccine appointments.**
  - c. Parents should bring copies of any vaccinations done by previous doctors.
2. **School / day care / camp / sports forms:** These will be filled out only if your child is current on vaccinations and has been seen for a “well-check” appointment in the past 12 months. Allow 1 full business day to complete these forms. More extensive forms such as FMLA forms will incur a \$20 fee to complete.
3. **Medication refills:** Refills for chronic conditions will be approved only if your child has been seen in the past 12 months for a Well Child exam. Some medications require a follow-up appointment before they are refilled. If a prescription is lost or stolen, there will be a \$20.00 fee assessed to replace this.
4. **Multiple children:** If you are bringing multiple children for evaluation, they will each need an appointment to be examined by the doctor.
5. **School / Work Notes:** An excuse to miss school or work will be provided if you have seen the doctor. Ask the nurse for a note during your appointment.
6. **After Hours Contact:** Our after hours nurse line is 972-293-4350. Our after hours nurses are available any time we are closed. One of our doctors is also on-call. The nurse will contact the doctor if needed. Accessing our after hours nurse incurs a \$15 charge.
7. **Recurrent No-Show** or recurrent same-day appointment cancellations can result in termination of the doctor/patient relationship.

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Dr. Becker

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Dr. Pascoe

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Dr. Sonnen