

Carolyn D. Ashworth, MD
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Plano, TX 75075
972-867-6880

In an effort to acquaint or reacquaint you with our office policy, we have compiled the following:

OFFICE HOURS: The staff is here from 8:15 a.m. until the last sick patient is seen. However, the phones are answered from 8:15 - noon and then again from 1:30 - 4:30 p.m. All after hour calls of medical concerns are channeled to a team of pediatric RN's who are trained to give you medical advice and guidance. There is a \$10 charge for each and every call made to that service. Our answering machine will give you instructions as to who to call for weekend appointments and emergencies. For extreme emergencies, always go directly to the Medical Center of Plano Emergency Room or dial 911 without waiting to call.

PHONE SYSTEM: Our phones are **NOT** answered by an automated attendant, but a live person. We do have fewer lines available, but please be patient and we will take care of you as soon as possible.

APPOINTMENTS: We make every effort to see patients in a timely manner; however, delays can occur, especially with children. Please help to keep on schedule by arriving for your appointment on time. If you arrive 30 minutes **LATE**, your appointment will be rescheduled. **IF YOU HAVE NEW INSURANCE, PLEASE TELL US WHEN YOU SIGN IN AND PRESENT YOUR NEW CARD.** If you do not have a card for your new insurance, **YOU** can call and get all the requested information from the insurance company. If you cannot provide us a card or get the requested information, you will be responsible to pay for the visit and file it on your own once you receive your card. Saturday morning appointments are for emergencies **ONLY**. Walk-in patients will not be seen immediately, but will be given the next available appointment, unless it is a life threatening situation.

MISSED APPOINTMENTS: Please note that there is a \$50 charge for a no-show (missed) well child exam appointment and a \$25 charge for **ALL** other no-show (missed) appointments unless canceled within 24 hours of the appointment.

PAYMENT: Payment is due when services are rendered. As a courtesy to the patient, we file charges to insurance companies we contract with. However, the patient is required to pay copays and deductibles at the time of service. If you do not have payment with you, we will reschedule your appointment. It is a violation not to collect required fees at the time of service; in fact, it is in our contract with the insurance companies and with the patient's contract with their insurance company as well. We may require to see your insurance card at any time. If it is not with you, we have the right to reschedule your appointment. It is extremely important that you have the card with you at all visits. For your convenience, we take payment in the form of cash, check, Visa, MasterCard, and Discover. There is a \$25.00 fee for all returned checks. If an account balance should become 90 days past due, unless payment arrangements have been made, the account will be turned over to our billing service and the account will be assessed a \$10.00 fee.

PLEASE NOTE: The doctor does not handle payment or account issues. She has a staff to handle business issues. When questions arise, please contact the front office. The office will make every effort to help you in any way possible. **THE PATIENT'S ACCOUNT IS ULTIMATELY AND ALWAYS THE PATIENT'S RESPONSIBILITY.**

MEDICATION REFILLS: Requests for medication refills should be called into the pharmacy who in turn will call us for the refill request, even if there are no refills remaining. We make every effort to accommodate that request the same day. **TRIPPLICATE PRESCRIPTION REFILLS** require 24 hours notice for refill requests. A triplicate prescription is only valid within 7 days of the date it was written. There will be a \$5.00 charge for all triplicate prescriptions that are rewritten after the expiration date and for any same day refill requests.

MEDICAL RECORDS: For your child's protection, no medical records will be released to anyone without written authorization from the parent, unless it is to a physician in which a referral has been done. Verbal requests will not be honored. A fee is assessed for all records for personal use. See below.

FEES: Office visit fees are determined by the physician. \$20.00 for copies of medical records up to 20 pages, 15 cents per page thereafter. \$5-\$10 for forms such as camp, daycare, school, sports, etc. \$10.00 for brief letters such as mild allergy, healthy letters, etc. \$15-\$25 for a narrative by the doctor depending on the complexity of the letter.

We share after hours call with:

Dr. Peter Sherrod
Dr. George Eastman
Dr. Russell McDonald
Dr. Katz

Dr. Ashworth is out of the office every Tuesday. Dr. Brenda Mears will be here to see her patients.