

Welcome to Elgin Pediatrics

Karen English, MD, FAAP

We thank you for choosing Elgin Pediatrics and look forward to participating in the health, development, and well being of your children. This handout is a brief description of the policies and procedures at Elgin Pediatrics. These are important guidelines to remember for your future visits with us. Our office hours are Monday through Friday from 9am to 5pm. We are closed from 12:30 to 1:30 for lunch. Please call during regular business hours for answers to routine questions.

Office Visits

We try to schedule well exams 2-3 weeks in advance, and we keep plenty of appointment times available for same day or next day sick visits. If you are running late for an appointment, please call and notify us as soon as possible. If you are more than 15 minutes late for a well check, you may need to reschedule. If you are late for a sick visit, you may need wait longer, as you will be worked in at the next available appointment time. If you do not call and miss three appointments in a row, you may be dismissed from the practice. If your child is coming for a sick visit, please discuss the chief complaint for that day only. If you have questions about long term problems not influencing the current illness (e.g. behavior problems, or questions regarding siblings), please set up a separate appointment so that Dr. English will have adequate time to discuss these issues with you.

Please notify us when you arrive if your child has a high fever, breathing problems, or other urgent issues.

Refills, Referrals, Paperwork

We require 48 hours for prescription refills. We require up to a week to complete referrals, although they are usually completed sooner.

If your child has not had a well check in the past year, we will not be able to sign sports forms, daycare forms, or other releases. If your child has not been seen within 6 months, we will not be able to provide refills for certain conditions.

Laboratory

We utilize CPL, LabCorp, Quest, or Seton for outside labs. Our first option is CPL, so please inform us if your insurance requires you to use a lab other than CPL.

Call Policies

Non-emergency phone calls after 3pm may be returned the following business day. For urgent issues during business hours, we ask that you make an appointment, or speak to a medical assistant or Dr. English to help determine how quickly your child should be seen, or whether a trip to the emergency room is appropriate. For after hours medical issues, you may page the doctor on call or speak to a nurse at Seton Call Center. The call center fee is \$25.00. This usually occurs only when Dr. English is not available.

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Payment Policies

Co-pays are due at time of service. If you have a plan with a deductible, please be advised that you will receive a bill for the insurance allowed amount. Payment plans may be set up if needed. If your insurance sends you a letter asking you to confirm that you have no other insurance (a Coordination of Benefits letter), please fill this out and send it in as directed. Insurance companies will NOT pay on claims with coordination of benefits issues, and we don't want you to receive a bill from us for this simple to resolve issue. Please contact us during business hours for billing questions.