



# Welcome to Our Practice

Making life better for children.

[childrens.com/pediatricgroup](http://childrens.com/pediatricgroup)

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Pediatric Group



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Pediatric Group

 Children's Health Pediatric Groups

 Children's Medical Center Dallas and Plano

## Children's Health Pediatric Group Locations

### Bachman Lake

2750 W. Northwest Highway, Suite 170  
Dallas, TX 75220  
214-654-0007

### Carrollton

3044 Old Denton Road, Suite 138  
Carrollton, TX 75007  
972-245-0007

### Cedar Hill

294 Uptown Blvd., Suite 120  
Cedar Hill, TX 75104  
972-293-6300

### Celina

1060 S. Preston Road, Suite 106  
Celina, TX 75009  
469-488-4800

### Cockrell Hill

Pinnacle Point, 4351 DFW Turnpike, Suite 150  
Dallas, TX 75211  
469-488-4300

### DeSoto

534 E. Pleasant Run Road  
DeSoto, TX 75115  
469-488-5000

### Garland

Garland Town Center, 455 N. Garland Ave.  
Garland, TX 75040  
469-488-4200

### Irving

MacArthur Center, 1111 W. Airport Frwy.  
Suite 143, Irving, TX 75062  
469-488-4500

### Lake Highlands

Town Creek, 8330 Abrams, Suite 112  
Dallas, TX 75243  
214-342-4400

### Lancaster Kiest

3200 S. Lancaster, Suite 181  
Dallas, TX 75216  
469-488-4600

### Medical District

2350 Stemmons Freeway  
Specialty Center Dallas, Room #F2400  
Dallas, TX 75207  
469-488-7100

### McKinney

1720 N. Central Expy., Suite 150  
McKinney, TX 75070  
972-542-2800

### Oak Cliff

Sierra Vista Plaza, 3434 W. Illinois Ave., #306-3  
Dallas, TX 75211  
214-623-1900

### Pleasant Grove

Pleasant Grove Plaza, 1401 S. Buckner, Suite 139  
Dallas, TX 75217  
469-488-4400

### Prosper

321 Preston Rd, Suite C  
Prosper, TX 75078  
469-488-4900

### St. Philip's

St. Philip's School and Community Center  
1600 Pennsylvania Ave.  
Dallas, TX 75215  
469-227-2700

### West Plano

7800 Preston Road, Suite 300  
Plano, TX 75024  
972-608-3800



## Your Child's Medical Home

Children's Health Pediatric Group cares for all aspects of your child's health care needs such as well-child exams and immunizations; treatment of common illnesses like colds and the flu; and treatment of chronic conditions such as asthma. Behavioral health support by a social worker, child psychologist or psychiatrist is also available. We want to know everything about your child's health history, medications, specialists seen and any visits to the hospital or emergency room. In this way we become your child's medical home – the place that coordinates all health care

needs. Children's Health Pediatric Group asks that you select a Primary Care Provider (PCP) for your child and give the PCP's name to any other health care providers your child sees. It is important that your child receives checkups from their PCP on a regular basis. Regular visits provide us with a better understanding of your child's medical and social history and help us become a partner with you in developing high-quality, evidence-based care plans, education, information and support to help you manage your child's unique health care needs.

## Routine Checkups

We recommend children see their pediatricians for routine checkups and vaccines at these ages:

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Newborn (0-1 month) | <input type="checkbox"/> 9 months           | <input type="checkbox"/> 24 months (2 years) |
| <input type="checkbox"/> 2 months            | <input type="checkbox"/> 12 months (1 year) | <input type="checkbox"/> 30 months           |
| <input type="checkbox"/> 4 months            | <input type="checkbox"/> 15 months          | <input type="checkbox"/> 36 months (3 years) |
| <input type="checkbox"/> 6 months            | <input type="checkbox"/> 18 months          |  |

After 36 months, your child should be seen annually. Please try to schedule your routine appointments at least two weeks prior to the desired appointment date.

## Sick Visits

Sick visits are scheduled on a first-come, first-served basis. If your child is sick, we will do our best to have your child's PCP accommodate your child that same day, or as medically necessary. We may also be able to assist you in scheduling a same-day sick visit at another Children's Health Pediatric Group location.



## Arrive Early

Arriving early to your appointment allows sufficient time for us to verify insurance coverage while you complete any necessary paperwork and update your child's information. New patients are asked to arrive 30 minutes prior to their appointment, and existing patients are asked to arrive 15 minutes prior to their appointment. Please keep in mind that your insurance company requires that data be updated prior to each visit. If your insurance information is not updated, your claim may be denied, leaving you responsible for the whole payment. Every effort is made to treat patients at their scheduled appointment time. There are, however, times when our schedule is delayed due to unforeseen treatments and/or urgent situations. We apologize in advance for any inconvenience if this occurs during your visit to our practice. We will provide the same level of service if your child is in need of immediate care.

## Late Arrivals

Please help us stay on time by arriving early to your child's appointment. If you arrive late to your scheduled appointment, you may be asked to reschedule, as it causes other patients to wait beyond their scheduled appointment time. Late arrivals will only be seen with prior physician approval and may be asked to wait until the next available appointment time, or reschedule for another day.

## You will be required to provide the following documents at each visit:

- Child's insurance ID card
- Photo ID of the parent, legal guardian or person bringing the child

**Missed Appointments:** We understand that problems may arise that prevent you from making your appointment. **However, we ask that you notify our office 24 hours in advance if you need to cancel or reschedule the appointment.** This allows us the opportunity to offer the appointment time to other individuals in need of medical care. If you do not present for a visit, and do not cancel or reschedule in advance of your appointment time, the visit will be considered a no-show. After **three no-shows**, we may ask you to transfer your care to another provider.

**Appointment Reminders:** We do provide courtesy confirmation calls for your child's appointment one or two days prior to the appointment. These calls are made between the hours of 8 a.m. and 8 p.m. Please be sure to provide our office with the best contact number to ensure that you receive our reminder calls.

## Contacting Your Child's Health Care Team

**During Business Hours:** If you need to get in contact with your child's Healthcare Team, you can leave a message for their medical assistant during normal office hours. You can also contact your child's care team by sending a message via MyChart.

**After Hours:** If you are in need of urgent medical advice or care after-hours, please call your Children's Health Pediatric Group office, and you will be connected to the after hours Children's Health Nurse Advice Line. Registered nurses are available 24/7 to provide medical advice and page the on-call provider as needed. After-hours care is also available to all established patients at the Children's Health Pediatric Group Medical District location until 1 a.m., seven days a week. To schedule an appointment, call **469-488-7100**. They are located in the Ambulatory Care Pavilion, across from Children's Medical Center, Dallas.



### MyChart

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MyChart is the patient portal for Children's Health Pediatric Group. You can view medical and immunization records, request appointments, send messages to your child's care team and request prescription refill.

## Prescription Refills

For routine medication refills, please contact your local pharmacy 72 hours in advance to forward an electronic request to our office. For ADHD and asthma refills, please contact our office one week in advance.

## Referrals to Specialists

Our goal is provide you with prompt and efficient service. Once we have submitted your referral, it may take a few weeks for the specialist to contact you. If you would like to check the status of your referral or have questions regarding our process, please contact the referral coordinator at your primary care location.

## Requesting Forms/Paperwork

Forms are completed as a courtesy to you and your family. Please allow three to five business days for forms to be completed. Be sure to provide your child's name, date of birth and primary care provider on the requesting form.

## Medical Records

You can request a copy of child's medical records in person at the practice or by calling our Health Information Management Department at **214-456-2509**.

Immunization records are provided at no charge to the patient. A release form must be completed in our office before we can release these records.

## Billing

For all billing inquires, please call our billing office at **1-844-839-7827** Monday through Friday from 8 a.m. to 4:30 p.m. We accept credit cards over the phone and can set up payment plans if necessary.

## MyChart

MyChart is a free secure online resource for your routine health care needs. MyChart can help you:

- View lab results
- Ask your provider non-urgent questions
- Request an appointment or referral
- Request medication refill
- Request copies of your medical records