The All Star Family Handbook

Everything you need to know about visits, billing, vaccines, and more, in one friendly place.

Thank you for choosing All Star Pediatrics! We built our office around one idea: caring for your child should feel like **a walk in the park**. This handbook explains how we work, so there are no surprises. If anything is unclear, just ask. Our team is always happy to help.

Appointments

Yearly physicals matter.

Well visits are the foundation of preventive care in pediatrics. We believe every child should have a physical (well visit) every year. It's our chance to check growth and development, keep vaccines up to date, and talk about anything on your mind. That's why we require a yearly physical for each child in our practice. If a child goes more than a year without a physical, we may ask your family to find a new pediatrician.

- **Well visits:** We schedule well visits up to a year ahead, and you can choose your doctor. Evening and Saturday appointments are in high demand, so we suggest booking a few months in advance.
- **Sick visits:** We offer same-day sick visits with whichever doctor is available. For complex or chronic issues, we'll try to keep your child with the same doctor for continuity of care.
- We see patients **by appointment only**.
- **We require at least 2 hours' notice** to cancel or reschedule.
- If you're **more than 10 minutes late**, we'll try to fit you in the same day, but we may need to reschedule. A late arrival that has to be rescheduled is billed as a missed appointment.
- Emergencies sometimes come first, so you may have to wait. Thank you for your patience. We'd do the same for your child.
- Have a few things to talk about? Tell us when you book, so we can set aside enough time. If not, we may need to schedule another visit, so every child gets the time they deserve.
- Before you book a yearly checkup, check with your insurance that it's covered as a well-child visit.

Missed appointments

A missed appointment is one that's canceled with less than 2 hours' notice, missed completely, or late and rescheduled. Missed well visits and ADHD, mood, or chronic-illness follow-ups are **$100**. Missed sick visits are **$50**.

If your child misses a visit, we'll reach out. Checkups, follow-ups, and test results matter, so we'll call to reschedule. If we can't reach you, we'll send a portal message, a text, or a letter. If missed visits continue, we'll talk with you about what would help. Repeated missed appointments, after a written reminder of this policy, may lead to ending our care relationship.

Evenings, Weekends, Phone, and Portal Advice

- Visits on **weeknights after 5 pm, weekends, and holidays** have a **$15 after-hours fee**, billed to your insurance.
- Some phone calls or portal messages need a doctor's medical decision, like reviewing a photo, changing a medicine, or a new problem. These may be billed to your insurance as a telehealth or phone visit.
- **Prescription refills:** please allow **48 hours (2 business days)** during regular office hours. Ask for refills through the Patient Portal or your pharmacy. For ongoing medicines, your child needs to be up to date on visits.

Insurance

- We accept most PPO plans. We are not in network with HMO plans, Medicaid, or All Kids / Illinois KidCare.
- Please bring your insurance card to every visit, and tell us right away if it changes. If the insurance on file is wrong, you may be responsible for the visit.
- Please know your plan's benefits. Some plans don't cover yearly checkups, sports physicals, or hearing and vision screenings. Some limit the number of well visits for children under 2. Check whether your plan needs a referral to see a specialist.
- **New baby?** Add your baby to your insurance **within 30 days of birth**.
- If we're **not in network** with your plan, payment in full is due at the visit. We'll give you an itemized bill to send to your insurance.

Paying Your Bill

- **Copays and any old family balance are due at the time of the visit.** If a copay isn't paid by the end of the day, we add a $5 service fee.
- **Self-pay families** (no insurance, or choosing not to use it) will get a **Good Faith Estimate (GFE)** before the visit. When you schedule, we'll ask whether you have insurance and plan to use it. Payment is due at the visit.
- **Forms:** we charge a **$10 form fee** for each form we fill out for you outside of an appointment. Examples: FMLA paperwork, school letters, school medication forms, asthma or allergy action plans, daycare notes, and camp or sports forms. Forms done during a visit have no extra form fee. The fee is paid when you pick up the form. **Please upload forms through the Patient Portal. Do not email them.**
- Balances past 28 days without a payment plan have a **$5 rebill fee** each 28-day billing cycle.
- **Need more time? Please call us.** We're happy to set up a payment plan. We only send an account to a collection agency after **more than 120 days**, after reminder statements and a phone call or letter offering a payment plan. Accounts sent to collections may lead to ending our care relationship.
- Please pay any earlier balance before a scheduled checkup. **We will never turn away a sick or hurt child because of a balance.**
- We accept cash, checks, Visa, Mastercard, Discover, and HSA/FSA cards. Returned checks have a $15 fee.

Card on file

Every family is required to keep a credit, debit, HSA, or FSA card on file with us (see our Credit Card on File form). It keeps checkout quick. After insurance processes a claim and your share is set, we charge the card for any balance your insurance says you owe. We don't send a separate notice before the charge. You'll get a receipt after each charge. We only send a statement if a self-pay balance is still open. The Patient Portal shows your current balance, and you can see past payments there. Your card number is stored securely in our electronic medical record (EMR) system. Questions about a charge? Call our office or talk with our front desk.

Vaccines: Our Approach

Vaccines are one of the best ways to protect your child and every child in our waiting room, especially newborns and kids too sick to be vaccinated. Our doctors vaccinate their own children. We follow the vaccine schedule of the American Academy of Pediatrics (AAP). See our one-page **Vaccine Policy** for details.

We require these vaccines (Illinois requires them for school and childcare): DTaP, polio (IPV), Hib, pneumococcal (PCV), hepatitis B, MMR, chickenpox (varicella), meningococcal (MenACWY), and Tdap.

- Baby vaccines must be **started by 6 months** and the series **finished by 24 months**.
- Kindergarten boosters are due by **age 6**, and 6th-grade vaccines by **age 12**.
- We also strongly recommend rotavirus, RSV, hepatitis A, HPV, meningococcal B, and yearly flu and COVID-19 vaccines.
- Have questions or worries? We want to hear them and talk them through. Want to space vaccines differently? You and your doctor will make a written, signed plan together. Each vaccine-only nurse visit on a spaced schedule has a $25 fee.
- **If you decide not to give a vaccine we recommend,** your doctor will go over its benefits, the risks of waiting or not vaccinating, and any other options. You'll get the official Vaccine Information Statement to take home. We'll gently ask again at future visits. You can change your mind at any time.
- Families who choose not to give the required vaccines will be asked to find another practice that's a better fit. If that happens, we'll follow every step in **If We Ever Part Ways** below.

Patient Portal, Email, and Texts

- The **Patient Portal** is the best way to send non-urgent questions, ask for refills, see results, and download forms. We reply within **2 business days**. If you haven't heard back by then, or your child seems worse, please call us. **Never use the portal, email, or text for emergencies.** Call 911 or call us.
- Using the portal, email, or text is always **your choice**. You can call or visit instead at any time.
- Some test results may show up in the portal as soon as they're ready, sometimes before your doctor has seen them. We'll contact you to explain them. We'll call, not message, about anything important or unexpected.
- For sensitive topics, like mental health, sexual health, or substance use, please call or schedule a visit so we can talk privately.
- Teens (ages 12–17): to protect teen privacy, parent access to some portal information may change. Illinois law requires this.

- With your permission (on our Family Registration form), we send appointment reminders and office updates by text and email. Regular text and email aren't fully secure, so we keep health details in them to a minimum. You can opt out at any time by replying STOP or telling us.
- New-patient packet forms may be emailed to **newpatient@aspeds.com**, our secure, HIPAA-protected mailbox. Forms for the doctor to fill out go through the Patient Portal.

Your Child's Records

- In Illinois, both parents may see their child's records and make health decisions, unless a court order says otherwise. Please give us a copy of any custody order, parenting plan, or order of protection.
- **Free:** records in the Patient Portal, your child's immunization record, and a summary of the last visit when you transfer to a new doctor.
- **Full copy of the chart:** ask us in writing (our Records Release form makes it easy). We'll send it on paper as soon as we can, within 30 days. (We can't send records electronically yet.) In the rare case we need more time, we'll tell you why in writing.
- **Copy fees** follow the Illinois maximum fee schedule for 2026: a **$36.68** handling fee, plus paper copies at **$1.38** per page for pages 1–25, **$0.92** per page for pages 26–50, and **$0.46** per page after 50, plus actual postage or shipping. Electronic copies, once we offer them, are half the paper rate ($0.69, $0.46, and $0.23 per page).
- **We never hold back records because of an unpaid bill or copy fee.**
- **Sending us records from another doctor?** We can't take records on CDs. Flash drives are fine.
- Records about mental health, HIV, substance use treatment, or genetic testing need your specific written permission before we share them with anyone else. Illinois and federal law require this.

Recording in the Office

Please **ask before you record** audio or video of our staff or doctors. Illinois law requires everyone's permission before a private conversation is recorded. Photos of your own child's milestones are always welcome!

Growing Up With Us

Teen privacy. Around the start of the teen years, your doctor will talk with you and your child together about privacy: what stays between your teen and the doctor, and what we must share. We will always involve a parent if a teen's life or health is in serious danger, or if someone else could be harmed. We must also report suspected abuse. Parents may also learn about some care through insurance statements. We encourage teens to include their parents, and we're happy to help start that conversation.

We'll see your child for well visits through **the summer after high-school graduation**. We'll see them for sick visits and ongoing medicines for one more year while they move to an adult doctor. At 18, your young adult will sign their own forms, including permission for us to talk with you about their care.

Our Code of Conduct

All Star is a safe, kind place for children, families, and our team. We see you as our partner in your child's care. We ask every family and visitor to help keep it that way.

Kindness and respect

- Treat our doctors, staff, and other families with courtesy and respect, in person, on the phone, and in messages.
- Help us care for our toys, books, and office, and please watch your children at all times.
- Please put phones on vibrate and set them aside while talking with our staff.

Keeping everyone healthy

- Wash or sanitize hands when you arrive. Masks are at each entrance and at the front desk.
- If your child (or you) has a fever, cough, or rash, tell us when you call or check in. That way we can protect newborns and other children, and help you reschedule if needed.

Partners in care

- Arrive on time. If you're running late or need to cancel, let us know as soon as you can.
- Give us full, accurate health information. Include medicines and care from other doctors. Tell us openly about any worries.
- Use the Patient Portal for non-urgent issues. For urgent issues, call us or seek emergency care.
- Follow our payment policies. Pay copays and any old family balance at the time of the visit.
- Respect the privacy of other families and our staff, and ask before you record.

Never allowed at All Star Pediatrics:

- Firearms or weapons of any kind, illegal drugs, or alcohol. The official Illinois no-firearms sign is posted at each entrance.
- Verbal or physical abuse, threats of violence in any form, or threats to harm anyone or destroy property.
- Harassing or intimidating staff or other families. This includes profanity aimed at them in person, on the phone, or in writing or electronic messages.
- Discrimination, hate speech, or racial or cultural slurs.
- Damaging or stealing property, or making menacing or derogatory gestures.

What happens if the code isn't followed. We'll talk with you privately first and give a warning. Serious or repeated problems may lead to being asked to leave or ending our care relationship. If anyone's safety is at risk, we may call the police. If you see or experience any of these, please tell a staff member right away.

Something not right? If any part of your visit didn't meet your expectations, please talk with our Director of Practice Operations before you leave. Billing questions go to our billing team. We appreciate the chance to hear from you and make it right.

If We Ever Part Ways

It's rare, and it's always a last resort. First, we'll talk with you privately to try to solve the problem together. If our care relationship does need to end, we will:

- Tell you first by phone, then in a letter (sent by regular and certified mail), with **at least 30 days' notice**.
- Keep caring for your child's urgent needs during those 30 days. We'll keep their regular medicines going, so there's no gap in care.
- Help you find a new doctor (your insurance plan's member services can help too). We'll send a copy of your child's records to you or the new doctor. Records are never held because of an unpaid bill.

We never end care for a discriminatory reason, including a family's need for an interpreter. If someone threatens or harms our staff or families, care may end right away, and we may contact the police.

Who to Contact for What

If you need...	Here's how to reach us
A medical emergency	Call 911 first. Then call 708-352-4448 to reach our doctor on call.
Your child is sick, day or night	Call 708-352-4448. After hours, you'll reach our on-call doctor or nurse line.
Appointments, refills, forms, and questions	Patient Portal or 708-352-4448. $10 per form done outside of an appointment, paid at pick-up. Forms done during a visit have no extra form fee.
A bill, payment plan, or insurance question	Our billing team at 708-352-4448, or pay online through InstaMed at aspeds.com
Records for a school, camp, or new doctor	Patient Portal (free) or our Records Release form
A concern about your visit	Ask for our Director of Practice Operations. We truly want to know.
A privacy question	Our Privacy Officer (see our Notice of Privacy Practices)

You'll sign one acknowledgment that you've read this handbook, on our **Consent & Acknowledgment** form. We review our policies every year and will tell you about any changes.

Our Promise of Respect

No one will be discriminated against because of race, color, creed, religion, sex, age, sexual orientation, national origin, citizenship, marital status, disability, veteran status, or any other status protected by federal, state, or local law. Discrimination and harassment go against how we care for families, and we will not tolerate them at any time. **Language help is free.** We'll gladly arrange a qualified medical interpreter in person, by phone, or by video, so you don't have to rely on family members or children to interpret. Just ask.

> Thank you for trusting us with your family. We're honored to walk this path with you!