



Kessler Pediatrics Office Policies

Welcome to Kessler Pediatrics! We are extremely pleased that you have chosen us to provide pediatric care for your child and strive to make your experience with our office a pleasant one. We look forward to having a long relationship with you and your family. This sheet will provide a general overview of our office policies. Please read carefully. We are happy to answer any questions you may have regarding our policies.

Office Hours

Our office is open for patient care Monday through Thursday from 8:30 a.m. to 4:30 p.m. and Friday from 8:30 a.m. to 4:00 p.m. We are closed for lunch from 1:00 p.m. to 2:00 p.m. daily.

After Hours

We are available to assist you during our regular office hours and encourage you to call with any questions during that time. For concerns that arise after the office is closed, we are pleased to offer access to our after-hours nurse triage line. Experienced pediatric nurses are available to provide guidance, and a physician is always on call to support any issues that require additional medical oversight.

For after-hours nurse advice, please call our main office number at 214-941-6691, and you will be connected to our nurse advice line.

Scheduling Appointments

Our reception team is available beginning at 8:30 AM, Monday through Friday, to assist with scheduling appointments. Kessler Pediatrics sees patients by appointment only. We are not a walk-in clinic, and we strongly encourage families to call ahead to schedule care. Walk-in patients will not be seen immediately and will be offered the next available appointment. For life-threatening emergencies, please call 911 immediately.

Well-Child Visits

Regular well-child visits are essential to monitoring your child's growth, development, and overall health. We recommend visits at the following ages: newborn, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, 30 months, and 3 years, followed by annual visits beginning at age 3. Because these appointments fill quickly, we strongly recommend scheduling well visits 2–3 months in advance. Well visits are not scheduled automatically and must be arranged by the parent or guardian. Due to the time required for comprehensive preventive care, well-child exams cannot be completed during sick visits. ADHD evaluations should ideally be scheduled at least 3 months in advance.

Sick Visits

Same-day sick visits are scheduled on a first-call, first-served basis. While we make every effort to accommodate urgent needs promptly, same-day appointments are subject to schedule availability. If our schedule is full, we will offer the next available appointment, often the following day. Our team is committed to seeing sick patients as quickly as possible based on medical need and scheduling capacity.



Scheduling for Multiple Children

Appointments are reserved only for the child for whom the visit was scheduled. If more than one child needs to be evaluated, each child must have a separate appointment. Please call in advance if you would like an additional child seen during a scheduled visit. While we will do our best to accommodate sibling appointments, consecutive appointment times cannot be guaranteed. A “quick look” at an unscheduled sibling is considered a medical visit and may require additional charges.

Caregivers Bringing Children to Appointments

If your child will be accompanied by someone other than a parent or legal guardian (such as a grandparent, nanny, or other caregiver), please notify our office in advance and provide written authorization for that individual to consent to care, receive medical information, and communicate the treatment plan. Caregivers should also be prepared to provide payment, including co-pays, at the time of service. All patients under age 18 must be accompanied by an authorized adult.

Well Visit vs. Sick Visit – Understanding the Difference

A well-child visit is a preventive visit designed for children who are healthy and focuses on growth, development, routine screenings, immunizations, and age-appropriate guidance. These visits allow your pediatrician to monitor your child’s overall health and identify concerns early.

A sick visit is focused specifically on evaluating and treating illness, injury, or medical concerns. Because these visits are structured differently, chronic medical issues, behavioral concerns, or new illnesses requiring significant evaluation may need to be addressed separately from a well-child exam.

If a significant medical problem is identified or addressed during a well visit that falls outside routine preventive care, your insurance may classify that portion of the visit as diagnostic or problem-focused, which may result in an additional co-pay or out-of-pocket expense. Insurance coverage varies, and families are encouraged to verify their benefits directly with their insurance provider.

Late Arrival Policy

We value your time and make every effort to see your child as promptly as possible. We kindly ask that you extend us the same courtesy by arriving on time for your scheduled appointment. If you anticipate being late, please contact our office as soon as possible so we can determine whether accommodations can be made within the day’s schedule. Patients arriving more than fifteen (15) minutes late may need to be rescheduled for the next available appointment time. While we will always do our best to accommodate you on the same day, please understand that the next available appointment may occasionally be on a different day.

No Show Policy

We understand that unexpected emergencies and scheduling conflicts can arise. If you are unable to keep your appointment, we kindly ask that you notify our office as soon as possible. Advance notice allows us to offer that appointment time to another patient in need of care.



Appointments that are not canceled or rescheduled at least 30 minutes prior to the scheduled appointment time will incur a \$75 missed appointment fee. Please note the following exceptions for early and midday appointments:

- **8:30 AM appointments** must be canceled before the office closes on the business day prior to the appointment.
- **2:00 PM and 2:15 PM appointments** must be canceled before the office closes for lunch at 1:00 PM on the day of the appointment.

We appreciate your understanding and cooperation in helping us serve all families efficiently.

Immunization Policy

At Kessler Pediatrics, we strongly believe in the importance of vaccinations as a critical part of preventive healthcare. We require all patients to follow the immunization schedule recommended by the American Academy of Pediatrics (AAP), which represents the current standard of care. We understand that parents may have questions or concerns, and we are always happy to discuss vaccine safety, efficacy, and recommendations to support informed decision-making.

To ensure children remain on schedule with recommended preventive care, vaccines are administered during regularly scheduled well-child visits only. We do not accommodate alternate or delayed vaccine schedules and do not schedule separate nurse-only visits for vaccines outside of the standard schedule.

Prescription Refills

Prescription refill requests are handled during regular office hours only and may be submitted by phone or through the Patient Portal. Refills are provided only for medications prescribed by our office for chronic medical conditions that have been evaluated within the past year. We are unable to provide refills for medications prescribed for new conditions, medications not prescribed within the past year, medications previously prescribed for acute or short-term conditions, or medications originally prescribed by providers outside our practice.

When requesting a refill, please have the medication name, dosage, pharmacy name, and pharmacy phone number available. For ADHD medications, patients must have been seen for an ADHD evaluation or follow-up within the past three months to be eligible for refills. Please allow up to three (3) business days for all prescription refill requests to be processed.

Referral Requests

Specialist referrals are provided only for conditions that have been evaluated in our office and when deemed medically appropriate by our physicians. For ongoing (chronic) conditions, patients must be seen in our office at least every six (6) months to maintain active referrals.

Please contact our office prior to your specialist appointment to request a referral. Allow up to seven (7) business days for referral processing. We do not process last-minute, same-day, or backdated referral requests. We also encourage families to verify referral requirements directly with their insurance provider before scheduling a specialist appointment.



When requesting a referral, please be prepared to provide all necessary information, including but not limited to:

- Specialist/Physician name
- Office location
- Office phone number
- Physician NPI number
- Appointment date

Your insurance company may require additional information. Referrals cannot be processed without complete and accurate details, and it is the parent or guardian's responsibility to provide all required information. Once completed, referrals will be sent directly to the specialist's office. Our practice is legally required to process referrals in accordance with insurance guidelines and Texas state regulations.

Medical Forms and Immunization Records

Requests for medical records must be submitted in writing and include the signature of a parent or legal guardian. Medical records requested for personal use will incur a fee of \$25 for the first 20 pages and \$0.50 for each additional page. There is no charge for medical records sent directly to another physician's office. Immunization records are available at no cost through the Patient Portal. Requests for printed physical copies of immunization records will incur a \$25 processing fee.

FMLA forms are completed for a fee of \$30. One revision to a completed FMLA form, if requested by the employer, is included. Any additional revisions will require completion of a new set of forms and an additional \$30 fee.

School and camp physical forms are completed at no charge for patients who have had a well-child exam within the past year.

Please allow up to seven (7) business days for completion of all medical record requests, immunization records, and forms.

Cell Phone Etiquette

To help us maintain an efficient, respectful, and focused care environment, we kindly ask that you refrain from using your cell phone while approaching the front desk or during your child's exam. Cell phone use can be disruptive to communication and the flow of patient care. Thank you for your cooperation.

School/Work Excuses

School and work excuses are provided only for patients and/or parents who are seen in our office. At the conclusion of each visit, you will receive documentation reflecting the date of the appointment and the medically appropriate return date for school or work. Please note that our office is unable to provide excuses for absences outside of these guidelines.

Separated/Divorced Families

We ask that separated or divorced parents provide our office with a copy of any legal custody or divorce decrees outlining custody arrangements, decision-making authority, or restrictions related to the child's



medical care. We will comply with all legally documented custody agreements on file. Without court documentation specifying restrictions, we are unable to withhold medical information from either parent and will provide care regardless of which parent or legal guardian presents with the child for the appointment.

The parent or guardian accompanying the child to the visit is considered the consenting party for that date of service and is financially responsible for all applicable charges at the time care is provided, including co-pays, deductibles, and any patient-responsibility balances required by the insurance plan. Please arrive with current insurance information and payment method available. Our office will not contact the other parent for payment or billing arrangements.

If a court order requires one parent to reimburse the other for medical expenses, it is the responsibility of the parent authorizing treatment and payment at the visit to seek reimbursement independently. Kessler Pediatrics will not mediate financial disputes between parents or make special payment arrangements based on custody agreements. Upon request, we are happy to provide receipts or billing documentation to assist with reimbursement between parties.

Failure to comply with this policy may result in dismissal from the practice.

Financial Policy and Patient Obligations

Kessler Pediatrics participates with most major private insurance plans; however, we do not currently participate in Medicaid or other medical assistance programs. If you plan to use insurance for your child's visit, please bring your current insurance card at the time of service. Patients are required to disclose all active insurance plans under which the child is covered, including primary and secondary coverage. Insurance companies routinely coordinate benefits, and failure to provide complete insurance information may result in claim delays, denials, or increased financial responsibility for the parent or guardian.

For families enrolled in HMO plans and certain Choice plans, it is essential that Dr. Donza Rogers Williams be selected as your child's Primary Care Provider (PCP) with your insurance company prior to your visit. Failure to designate the correct PCP may result in higher out-of-pocket costs, claim denials, or reduced insurance reimbursement. We strongly encourage families to verify PCP selection and coverage details directly with their insurance carrier before scheduling appointments.

Depending on your specific insurance plan, you may be responsible for one or more of the following at the time of service:

- **Co-pay:** A fixed amount due at each visit
- **Co-insurance:** A percentage of the cost of care after deductible requirements are met
- **Deductible:** The amount you must pay out of pocket before insurance begins covering eligible services

Questions regarding your benefits, co-payments, co-insurance, deductibles, or covered services should be directed to your insurance provider. All patient-responsibility amounts required by your insurance plan are due at the time services are rendered. Insurance contracts require our office to collect these



fees, and we are unable to waive or bill them later. Failure to provide required payment at the time of service may result in your appointment being rescheduled.

If you are not using insurance for your visit, full payment is required at the time of service. Please refer to our office fee schedule for current self-pay rates.

Patient Financial Responsibilities

Payment is due at the time services are rendered. This includes, but is not limited to, co-pays, co-insurance, deductibles, non-covered procedures or treatments, outstanding account balances, and any self-pay charges. These amounts are collected during the check-in process prior to your child's appointment.

For your convenience, we accept cash, checks, MasterCard, Visa, and American Express. Returned checks are subject to a \$30 returned check fee. If a patient disputes a valid credit card charge with their financial institution, Kessler Pediatrics reserves the right to provide documentation necessary to respond to and dispute the claim. If the dispute is resolved in favor of Kessler Pediatrics, an additional \$75 administrative fee may be applied.

Account Balances and Collections

Kessler Pediatrics will make every reasonable effort to help families maintain current account balances. As a courtesy, we will file claims with your insurance company when appropriate; however, please understand that the parent or guardian is ultimately responsible for all charges related to services provided. Insurance coverage does not guarantee payment, and any balance determined to be patient responsibility remains due.

Monthly statements will be provided for outstanding balances. Timely payment of all balances is expected. Failure to maintain a current account may result in additional collection efforts and could affect continued care within the practice.

Patient balances are expected to be paid in full upon receipt of your statement. A finance charge may be applied each month that an outstanding balance remains unpaid and an additional statement is issued. If you are unable to pay your balance in full, we encourage you to contact our office manager promptly to discuss possible payment arrangements and help keep your account in good standing.

Kessler Pediatrics reserves the right to refuse non-emergency care for patients with unpaid balances who do not make satisfactory payment arrangements with our office. Accounts with balances outstanding for more than three (3) months may be referred to a collections agency. Accounts that remain unresolved for more than one (1) year may result in dismissal from the practice.