

1015 SUMMIT STREET
ELGIN, ILLINOIS 60120
847-742-6888

1020 E. SCHAUMBURG ROAD
STREAMWOOD, ILLINOIS 60107
630-830-1930

1530 N. RANDALL ROAD
ELGIN, ILLINOIS 60123
847-760-4900



ASSOCIATES IN PEDIATRICS, S.C.
PEDIATRIC AND ADOLESCENT MEDICINE

www.aipdocs.com

Office Policy & Procedures

Office Hours: Our Office hours are Monday- Friday, 8:00am- 5:00pm and Saturday from 8:00am-12:00pm. Evening Hours are available until 6:30 pm on Mondays, alternating Tuesdays, Wednesdays and Thursdays. Appointments start at 9:00 with the providers and nurses. Please call our office from 8:00 on to schedule an appointment.

Routine Well Visits: Routine Well Visits are scheduled throughout the week and on Saturday and Evenings as well. Well child care visits are scheduled per the guidelines of the American Academy of Pediatrics.

Meet the Provider Consultations: Prenatal Consultations are welcome as an introduction to our practice. Consultations may be scheduled upon request and are free of charge.

Sick Visits: If your child needs to be seen because of an illness, same day appointments during office hours are always available. Please call to schedule an appointment. If your primary physician is booked or out of the office, you will be able to see another physician or nurse's practitioner in the practice. If you schedule an appointment for an illness, please note that a full checkup cannot be done at that appointment.

Refills: Please call for prescription refills Monday-Friday during regular business hours. Prescriptions will not be refilled by the on-call physician.

Late for an appointment: We realize that some days do not always run as smoothly as planned. If you are late for an appointment, we will try to fit you in for the next available appointment, schedule permitting or your appointment may be rescheduled.

Late Cancellations & Missed Appointments: It is important that you come your appointments. As a courtesy, you will receive a reminder call one to two days prior to your child's appointment. If you cancel or miss your appointments with less than 24-hour notice to us, you will be charged a "late cancellation" or "no show" fee of \$25.00. Three missed appointments in one year within a family will result in your family's discharge from our practice.

Payment Policy: Payment for services is expected at the time of your child's visit. This includes co-pays, balances from prior visits and payment in full when we are not contracted with your insurance carried. In accordance with the terms of our contract with your insurance company, we are legally required to collect all co-pays from you at the time of service. We accept cash, checks, and credit cards. The accompanying adult or parent is responsible for full payment and providing current insurance information.

Referrals to Specialist: for HMO patients, referrals must be requested at least 5 days prior to your appointment, unless the visit is an emergency. Referrals can be faxed directly to the specialist or picked up at our office. If you do not request a referral prior to seeing a specialist, we cannot backdate a referral. This violates our contract with the insurance company. Without a valid referral, you may be responsible for charges incurred at the specialist's office.

MICHAEL SHEADE, M.D.
CAROL F. TEPLIS, M.D.
RUPAL P. UPADHYAY, M.D.
ELLEN M. MLOT, D.O.

WYNN SHEADE, M.D.
BETH A. CLINGAN, D.O.
JENNIFER K. DAVIS, P.N.P.
DR. LISA MANI, MD

PATRICK M. ESPOSITO, M.D.
DAVID H. NADELMAN, M.D.
LAUREN DUFFY P.N.P.

Consent for Treatment Without a Parent Present: Associates in Pediatrics will medically evaluate and treat your child without a parent present. An adult in lieu of parent must be present. For any medical decisions that are not regarding the specified reason of visit, a consent form must be signed by a parent or legal guardian.

After Hour's Call Fee: Please be advised that calls answered by our on call provider after hours, are subject to a \$25.00 fee.

OFFICE HOURS

| | |
|-----------|----------------|
| MONDAY | 8:00AM-5:00PM |
| TUESDAY | 8:00AM-5:00PM |
| WEDNESDAY | 8:00AM-5:00PM |
| THURSDAY | 8:00AM-5:00PM |
| FRIDAY | 8:00AM-5:00PM |
| SATURDAY | 8:00AM-12:00PM |

EVENING HOURS

ALTERNATING MONDAYS in Elgin Summit or Elgin Randall

8:00AM-6:30PM

EVERY OTHER TUESDAY IN OUR ELGIN SUMMIT OFFICE

8:00AM-6:30PM

EVERY THURSDAY IN OUR STREAMWOOD LOCATION

8:00AM-6:30PM

Please be advised, while our phones turn on at 8:00am, we do not begin to see patients until 9:00am