

## INSURANCE

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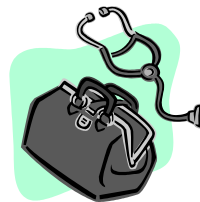
Please understand that our office has many patients with many different insurance policies. It is your responsibility to know the benefits of your plan.

Payment in cash, check, or major credit card is expected at the time of service, and all co-payments and deductibles will be collected. Please be advised that there may be services that your insurance company may not cover (new immunizations, flu shots, vision or hearing tests, etc.). We expect payment for these services at the time rendered.

We ask that you present your insurance card at each visit to our office. We require a copy of your insurance card on file in order to file claims. If you do not have your insurance information with you, you will be expected to pay for services until that information is provided.

As a courtesy to patients with insurance coverage, our staff will file your claim if you provide the correct insurance information. Although an insurance claim is filed on the patient's behalf, the financial responsibility for our services still remains the patient's and not their insurance company. Should we not receive payment within 60 days, it will be the responsibility of the patient to contact the insurance company to expedite claims processing.

To reach a doctor  
(24 hrs a day):  
**972-867-2869**



Nena Flor S. Cambare-Piga, M.D.

Naomi C. Piga, M.D.  
3105 West 15<sup>th</sup> St., Suite D  
Plano, TX 75075  
Phone (972) 867-2869  
Fax (972) 867-8399

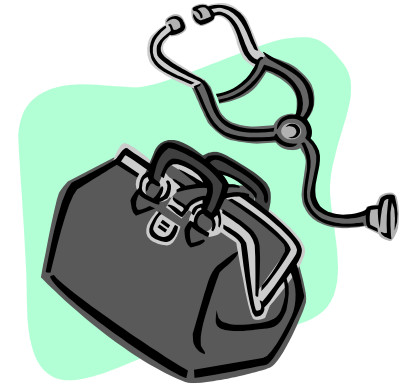
## OFFICE POLICIES:

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Nena Flor S. Cambare-Piga, M.D.

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Pediatric and Adolescent  
Medicine



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Suite D

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Tel: 972-867-2869

(Answered 24 hrs a day)

Fax: 972-867-8399

# WELCOME TO OUR PEDIATRIC PRACTICE!

To our new patients, this is information that you may find helpful, for our current patients, please take note of changes from old information that you may have on file.

## OFFICE HOURS

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Our office is open from Monday thru Friday from 9:00 am to 5:00 pm.

We are closed on the weekends and all major holidays

## APPOINTMENTS

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Please arrive on time for your appointment. When you arrive, please inform us of any insurance, address, or responsible party changes. We will ask to see your insurance card during each visit in order to compare information we have on file. We will need a copy of your insurance card each time you receive a new card from your company.

Well-baby visits are conducted at 2, 4, 6, 9, 12, and 15 or 18 months. We prefer that you make these appointments at the time of other visits. However, you may also call to schedule your appointment **one month** in advance.

For routine yearly check-ups and pre-participation sports physicals, please schedule your appointment **one month** in advance.

If someone other than a parent or legal guardian must bring your child in, we must have a letter on file stating the relationship to the child and authorization for that person to approve any treatment that may be necessary.

If you are late for an appointment or you walk-in without an appointment, you will be seen when the schedule allows. If you are more than 30 minutes late, you may be asked to reschedule.

## TELEPHONE CALLS

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All calls to the office will be returned as soon as we possibly can. Since we are a small office with many patients, please give us time to return your call. If a situation occurs that needs immediate attention after-hours, and cannot wait until the next working day, please call the office and follow the directions on the answering machine. Please allow time for the doctor to return your call.

## PRESCRIPTIONS

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Antibiotics are not prescribed over the phone. Since there are many things that could be wrong with your child, the doctor prefers to examine the child for proper diagnosis. Prescriptions given to your during an office visit cannot be called in from the office.

Any refills for medication should be done during office hours only.

If your child takes medication for ADHD and needs a refill, please call the office one week in advance. Please remember that you have 7 days to fill that prescription.

## LAB RESULTS

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All lab results will be reported once we receive the information from the laboratories. Please remember that most tests take 24-48 hours for results and that we send tests to your insurance's contracted lab.

## IMMUNIZATION RECORDS

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If you need a copy of your child's shot record, please give the office 24 hours notice prior to pick-up. There is a \$2 fee per immunization record.

## MEDICAL RECORDS

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If you are moving or need a copy of your child's medical records for other purposes, please make your request at least 2 weeks in advance. A release form must be signed prior to release and a \$25 fee will be charged per record. These records are available for pick-up only.

## SCHOOL AND CAMP FORMS

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Please be advised that the doctor completes these forms only if your child has had a physical in the past year. Please make your request at least one week in advance. These forms are available for pick-up only.

## REFERRALS TO SPECIALISTS

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If your child needs to see a pediatric specialist, we will provide you with the names of excellent specialists in our community. Please refer to your insurance plan's listing of providers to ensure that the specialist is in your plan's network prior to making an appointment.

Should you need insurance approval prior to your visit with the specialist, please give our office at least one week to submit the referral.