

General Information

Thank you for choosing Hilltop Pediatrics. Please read all of the following information regarding important clinic procedures and times.

When you first come to Hilltop Pediatrics you will be required to fill out a new patient information package that includes the following:

- Patient Registration form
- HIPAA form
- Well Visit and Immunization Responsibility form
- Parental Authorization for Treatment of a Minor form
- Initial History Questionnaire

Well Visits.

To afford well visit at most convenient time for you it is extremely important that you schedule any well visits that may be needed approximately **3 months** in advance.

Also, if your insurance plan does not cover immunization, well visits, or if you are uninsured, please read the “Well Visits and immunizations” form; in addition to informing the nurse or medical assistant or pediatrician prior to the administration of vaccinations.

Medical Records and Immunization Copy Fees.

If you wish to request medical records you must come in and sign a medical release, before any records are released. There is a \$25.00 fee for copying medical records for the first 20 pages and \$0.15 thereafter, if the records are not sent to another physician. If you request your child’s immunization records, there is a \$2.00 charge unless you request the shot record at the time of your appointment. Please allow 48 hours for shot records and 15 business days for medical records.

Clinic Hours

M-T-W-T-F 8:30 am to 5:00 pm

After hours

For life threatening medical emergencies after hours or weekends please call 911 to receive immediate medical care.

Pediatric nurse triage call is available after hours 5 pm-8 am at 1-888-563-KIDS. Be advised that this service is provided at the charge of \$10.40 per call, which will be billed to you. Medicaid patients can use free service at 1-800-000-0000. **You may call the TMC operator at 903-416-4000 to page the pediatrician on call for non-life threatening emergencies.**

Saturday Clinic

During the upcoming fall and winter months Pediatric Call Group (please see a detailed listing of physicians associated with the call group at “After Hours Care” tab) will not offer Saturday Clinic appointments’. Please refer to “After Hours Care” on our website or ask our staff for information regarding non-life threatening emergencies and medical care available during holidays and weekends. Additionally, for non-life threatening emergencies during weekends and holidays you may use the medical services offered by the following clinics:

One Medical – 913 Cottonwood Street, Sherman; Phone: 903-868-9565;

Urgent Care – 3123 FM 120, Denison; Phone: 903-416-7544.

Walk-in Clinic

Hilltop Pediatrics does not offer walk-in clinic. Please schedule an appointment during regular office hours.

Cancellation Policy

If you are not able to come to your scheduled appointment, please cancel well visit appointment at least 2 days in advance and sick/follow-up visits at least 24 hours prior to visit.

No-show policy

If you will not come for your scheduled appointment and will not call in advance on two separate occasions our relationship will be terminated with a 30day notice.



Hilltop Pediatrics

300 Highland Ave.Ste.542 | Sherman, TX 75092
Phone: 903.957.0050 | Fax: 903.957.0057

Participating Insurance

Currently, we will file your charges for you; however, any co-payments, deductibles and/or co-insurance is to be collected at time of check-in. **A current active insurance identification card is required for verification of coverage at each visit.** If you have any insurance that we do not participate with we expect full payment at the time of service and you will receive a statement that can be submitted to your insurance company for reimbursement.

We thank you for choosing Hilltop Pediatrics for your children's' health care needs. If you should have any questions, please talk to any of the staff members or call 903-957-0050.

Respectfully,

Dr. Gajda and the Hilltop Pediatrics Staff