



When things get complicated, we're here to help.

Cook Children's Neighborhood Clinics



Thank you for choosing us to be your child's medical home. We'll take the time to listen to you and your child, answer questions and help you navigate parenthood. We accept most CHIP, Medicaid and commercial insurance plans.

For more information, please visit cookchildrens.org/neighborhoodclinics.

 facebook.com/ccneighborhoodclinics

My pediatrician is:

To prepare for your visit, please bring:

- Your identification.
- Your child's insurance card or Medicaid information.
- A list of your child's medications and the pharmacy you would like to use for prescription refills.
- Shot records and any medical records from other doctors your child has seen in the past.
- Any placement paperwork or court orders about your child.

A parent or legal guardian must attend every visit for your child. You can fill out a form with the names of the other adults you give permission to bring your child when you can't. Sometimes your doctor can see your child without you if we have this information.

Our neighborhood clinic locations:

Arlington

1525 S. Cooper St.
Arlington, TX 76010
817-804-1100 phone
817-299-8790 fax

Fort Worth

The Morris Foundation
Center for Innovation in
Children's Health

1729 8th Ave.
Fort Worth, TX 76110
682-885-3301 phone
682-885-3399 fax

Renaissance

^ 2600 E. Berry St.
Fort Worth, TX 76105
817-347-4600 phone
817-347-4639 fax

^ *Dental services available*

McCart Ave.

6421 McCart Ave.
Fort Worth, TX 76133
817-263-7500 phone
817-423-4140 fax

Miller Ave.

2755 Miller Ave.
Fort Worth, TX 76105
817-534-7110 phone
817-413-0521 fax

Northside

* 4405 River Oaks Blvd.
Fort Worth, TX 76114
817-624-1770 phone
817-625-1287 fax

* *After-hours care
available for sick visits*

Richland Hills

7120 Boulevard 26
Richland Hills, TX 76180
817-347-8025 phone
817-347-8001 fax

Office hours and appointments

- Our clinics are open 8 a.m.-5 p.m., Mon-Fri. Messages left after 4 p.m., will be returned the next business day.
- Call several weeks in advance to make appointments for physicals and shots with your doctor. Always tell the receptionist the name of the doctor you want to see. We encourage scheduling your child's physicals with the same doctor every time. Your primary care physician is the doctor who saw your child for the most recent checkup.
- Please arrive to your appointment 15 minutes early so we can update paperwork or insurance information needed for your visit.
- Please call the office if you know that you're going to be late to your appointment. If you are 15 minutes late for your appointment, you may be asked to reschedule.
- Please call as soon as possible if you must cancel or reschedule your appointment. If you have missed three appointments within one year, we may ask you to find another doctor.
- We respect your time and we thank you for your patience with us. Please understand that we do our best to see you on time. Sometimes doctors are asked to respond to urgent requests and handle emergencies throughout the day. These interruptions may delay your scheduled appointment.





When your child is sick

- Sick visits usually need to be scheduled through a nurse.
- We'll do our best to schedule you with the doctor of your choice; however, your child's doctor may not be here every day of the week. Priority will be given to the most urgent problems. For sick visits, we encourage you to be flexible in seeing other doctors, if necessary.
- A nurse will ask you questions about your child's illness to help decide how to meet your child's needs best. The nurse can tell you what to do to take care of your sick child at home, help you find a clinic with late hours and tell you when to take your child to an urgent care center or emergency department.

After office hours

- After office hours and on weekends, your call will be answered by our answering service. A message will be taken and transferred to a Cook Children's Health Care System nurse. A nurse will return your call as soon as possible, usually within the hour, to offer advice about your child's symptoms. If it is necessary, a doctor may be contacted for you.
- Some clinic locations will be open after 5 p.m. during winter months. Please ask your doctor or nurse for details.
- In case of emergency, dial 911 for an ambulance or go to the nearest hospital.

Medication refills – call before your child runs out

- Call for medication refills one week in advance during regular office hours.
- For ADHD medication refills, you must call two weeks in advance.
- Plan ahead for refills needed during holidays.
- Sometimes the provider will need to see your child in the office before refilling your medication. The nurse will call you to schedule an appointment if necessary.

Policies

- Referrals to a specialist may be made by your child's doctor. A referral form may be required by some Medicaid and CHIP plans. Please allow five to seven working days for the referral to be completed.
- All Cook Children's Neighborhood Clinics strongly encourage that children be vaccinated. You can discuss questions or any concerns with a provider. If you choose not to have your child vaccinated, you will need to find another provider.
- We will see your child until they are 17 years old. After a child's 17th birthday, they will need to find another doctor. Your child's insurance or Medicaid plan can help you find a new primary care doctor.
- Terminations from one of our locations, for any reason, will apply to all Cook Children's Neighborhood Clinics.
- Our team is dedicated to treating you and your child with respect. Rude or aggressive behavior toward our staff will not be tolerated. If you have a concern or complaint, please notify a staff member and ask to speak with the office manager.

Fees, payments and insurance

- We accept most insurance plans. Please tell the receptionist the name of your insurance plan. They can explain what services it covers and what you may be expected to pay.
- Fees, insurance co-payments and deductibles are due at each visit. You can request a payment plan if you do not have any insurance or Medicaid coverage.
- The Medicaid and CHIP plans we accept are: Amerigroup, Aetna, Cook Children's, Superior Foster Care and traditional Supplemental Security Income (SSI).
- Let us know when there are changes in insurance coverage, address, or phone numbers.
- The doctor listed on your health plan card must be one of the doctors in the clinic of your appointment. If it is not, the health plan might not pay for the visit. Remember, your child's primary care doctor is the one you select to see your child for physicals. The receptionist can help you correct this information with your health plan. Your appointment might be rescheduled if we cannot correct this information in time for you to see the doctor.

Patient portal



Manage your child's health care online – all you need is an email address! Ask a staff member to help you get registered.

- Schedule appointments
- Test results
- Bills
- Vaccine records
- Visit summaries

mycookchildrens.org

