

Willow Bend Pediatrics

5940 Communications Pkwy.
Plano, TX 75093

Michael J. Frank, M.D. Kimberly F. Mehendale, M.D. Susan J. Sickler, M.D.

Office Hours:

Monday – Friday	Saturday
8:00 AM – 4:30 PM	9:00 AM – 12:00 PM

Phones are answered starting at 7:30 AM Monday through Friday and 8:30 AM on Saturday.

Saturday Clinic

Our Saturday clinic is for emergent sickness only. This clinic is **not** for chronic problems. If symptoms have been ongoing for several days this should be addressed during our weekday office hours.

Cancellations

If you should need to cancel a scheduled well visit notify our office 24 hours in advance in order that we may accommodate families who are on a waiting list for an earlier appointment.

No-Shows

Appointments missed or cancelled less than 24 hours prior to your scheduled time are considered no-show appointments. **Our office policy is 3 or more no-shows are grounds for dismissal from the practice.**

Late Policy

If you are going to be more than 15 minutes late, call our office so we can reschedule your appointment for a more convenient time. Please respect this policy as it insures that physicians and patients stay on time.

Sick Appointments

Sick appointments are scheduled as same day appointments only.

Well Visits Appointments

We recommend scheduling well visit appointments 6-8 weeks in advance. This assures your child will have their well visit and immunizations on time.

After Hours

We have a physician on-call 7 days a week for emergency calls only. If you have a routine question, please call during office hours. If you need medication dosages please call your local 24-hour pharmacy or your insurance nurse line.

Medical Records / Shot Records / School Forms

Our office has 15 business days to release your child's medical records. Please give our office 48-72 hours for your immunization records and 5-7 business days for your school records, camp forms and sports physical forms. It is also helpful if you provide us with the name, address, phone number and fax number of the person who needs this information.

Medication Refills

Please allow our office 72 hours for medication refills. Medication refills will only be filled during our normal business hours listed above. The on-call physician will not fill standard, non-urgent refills after hours.