

OUTSIDE

FEES AND PAYMENTS:

- We make every effort to keep down the cost of your child's medical care. Payment of any outstanding balance is due at each visit.
- If we are a preferred provider for your plan we will bill your insurance for any charges incurred, less any co-payments which must be paid at the time of service.
- We request that you present your current insurance card at each visit.
- Upon notification from your insurance company regarding payment, we will bill any balance to you that is the patient's responsibility and this payment is due promptly.
- Paying your balance promptly will allow us to continue to be providers in your insurance plan.
- Please contact your insurance company with questions about your coverage, benefits, deductibles or copayments. You should read any literature your insurance company provides to better understand how your plan works.
- We cannot change any codes after a charge has been submitted.
- We would like to remind you that your financial responsibility with Lake Shore Pediatrics is between you and our office rather than our office and your insurance company.

We know questions can arise and these should be discussed with our billing office:

Billing Office: (224) 330-6300.

We would be happy to help you receive your maximum benefits.

COPY FEES:

A fee will be charged for each record you request printed for your personal use. Fees are not charged for a copy of your child's immunization record or for records needed for a sub-specialist appointment.

A FINAL WORD:

Remember that good doctor-patient communication results in providing your child the best health care. We encourage every parent to discuss any and all problems with us. Early recognition of problems ensure optimal medical care.

For additional information visit our website: lakeshorepeds.com

Lake Shore Pediatrics is part of PEDIATRUST.
For additional information visit: pediatrtrust.com



LAKE SHORE PEDIATRICS

DIANE FONDRIEST, M.D.
SHERI ROSS, M.D.
SUSAN SHEINKOP, M.D.
DAVID SALTZMAN, M.D.
MELANIE GOODELL, M.D.
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RILEY MINISTER, M.D.
RILINA GHOSH, M.D.
ELIZABETH MICHAELS, D.O.
MARTHA PIGNATARO, APN

Locations:

900 N. WESTMORELAND
SUITE #106
LAKE FOREST, ILLINOIS 60045
TELEPHONE: (847) 615-0700

1800 HOLLISTER DRIVE
SUITE #220
LIBERTYVILLE, ILLINOIS 60048
TELEPHONE: (847) 362-5707

27790 W. HIGHWAY 22
SUITE #36
BARRINGTON, ILLINOIS 60010
TELEPHONE: (847) 381-2428

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TRUST

INSIDE

Welcome to Lake Shore Pediatrics...

We appreciate the opportunity to partner with you in the care of your child. The following information is designed to answer some of your questions about our practice. We believe the more you know the more we can be of service to your family.

Our practice is limited to the care of children from birth to age twenty one. Everyone in our practice operates as a team. All of the doctors and our nurse practitioner work closely together so that one of us will always be available to help you.

OFFICE HOURS:

LAKE FOREST

Monday: 8:00 am-5:00 pm
Tuesday: 9:00 am-5:00 pm
Wednesday: 9:00 am-6:00 pm
Thursday: 9:00 am-5:00 pm
Friday: 9:00 am-5:00 pm
Saturday: 9:00 am-12:00 pm

LIBERTYVILLE

Monday: 8:30 am-5:00 pm
Tuesday: 8:30 am-6:00 pm
Wednesday: 8:30 am-5:00 pm
Thursday: 8:30 am-5:00 pm
Friday: 8:30 am-5:00 pm
Saturday: 9:00 am-12:00 pm

BARRINGTON

Monday: 8:00 am-5:00 pm
Tuesday: 9:00 am-5:00 pm
Wednesday: 9:00 am-5:00 pm
Thursday: 9:00 am-6:00 pm
Friday: 9:00 am -5:00 pm
Saturday: 9:00am- 12:00pm

WALK-IN HOURS

We have a walk-in sick hour in our Libertyville location.
8:30 am – 9:30 am, Monday-Friday
This is reserved for basic acute illnesses only, such as sore throats, cough, etc.

AFTER HOURS:

PEDIATRUST After-Hours Care is located in our Libertyville location. All patients are seen on a walk-in basis.

Monday-Friday: 6:00 pm-10:00 pm
Saturday: 1:00 pm- 5:00 pm
Sundays: 9:00 am-1:00 pm
Major Holidays: 9:00 am-1:00 pm

APPOINTMENTS:

- Except for the specified walk-in times, we see our patients on an appointment basis.
- Our receptionists are available 30 minutes prior to when our office opens to schedule appointments.
- We make every effort to honor all time commitments and request that you extend the same courtesy to us. If an appointment cannot be kept, please call 24 hours in advance so we can offer this time to another patient. If you are running late please let us know.
- On occasion emergencies do interrupt office hours and when possible you will be informed if there will be delays.
- A \$35.00 fee will be charged for appointments not cancelled 24 hours in advance.
- If you decide an additional child needs to be seen when you have only one appointment scheduled, please call and let us know so we can adjust our schedule to accommodate you.
- If you wish to see a particular provider for your visits, please tell our receptionist when you schedule your appointment. Otherwise you will see the provider that is working on the day of your appointment. This should not be a problem since our medical ideas are similar and we all strive to give your child the best medical care.

TELEPHONE CALLS:

- We encourage our patients to call with medial or routine childcare questions during office hours. A nurse will return your call.
- If a physician needs to speak with you, your call will be returned at the physicians earliest opportunity, usually during lunch or after hours.
- If you are calling about a prescription refill, please give us the name and dosage of the medication and the pharmacy telephone number. The pharmacy may also contact us directly.
- Please be aware that many of these services are available online with a My Chart account.

AFTER HOURS TELEPHONE CALLS:

If you have an urgent concern after our office has closed, please call our office and our answering service will forward emergency calls to the provider on call. Your call will be returned at the earliest opportunity barring no other emergencies. Concerns that can wait up to 2 hours for a return call should be left on the voice-mail line. There may be a charge associated with this.

EMERGENCY CARE:

We recognize that emergency situations can arise and we do our best to respond to your problem promptly. In the event of a severe situation, go immediately to the nearest hospital and ask them to contact us. If the situation is not that severe, please call us first.

We are affiliated with:

North Western Lake Forest Hospital: (847) 234-5600
Advocate Good Shepherd Hospital: (847) 381-9600
Lurie Children's Hospital of Chicago: (312) 227-4000