

Fees And Payments

- Please present your current insurance card 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.
- Upon notification from your insurance company regarding payment, we will bill the balance to you. This payment is due promptly. Any payments can be easily made to your account by using our secure credit card on file payment option. Please see our patient representative about signing up for this benefit.
- Your balance also can be paid through our portal (www.PediaTrust.com). Otherwise, payment of any outstanding balance is due at each visit.
- 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 at (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 the first copy of a school or sports form, a copy of your child's immunization record, or for records needed for a sub-specialist appointment. Vaccine records and school PE forms can also be obtained through MyChart.

Hours

Lake Forest

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

Libertyville

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

Barrington

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

After-hours Care

PediaTrust After-hours Care is located in our Libertyville, Arlington Heights and Wheaton locations. All patients are seen on a walk-on basis.

Libertyville:

Monday-Friday: 6:00 pm-10:00 pm
Saturday: 1:00 pm-5:00 pm
Sunday: 9:00 am-1:00 pm

Arlington Heights:

Sunday: 9:00 am-1:00 pm

Wheaton:

Sunday 9:00 am-1:00 pm

Walk-in Hours

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

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 us at www.PediaTrust.com.



Diane Fondriest, M.D.

Sheri Ross, M.D.

Susan Sheinkop, M.D.

David Saltzman, M.D.

Melanie Goodell, M.D.

Deborah Gulson, M.D.

Riley Minster, M.D.

Rilina Ghosh, M.D.

Elizabeth Michaels, D.O.

Martha Pignataro, CPNP

900 N. Westmoreland, Suite 106
Lake Forest, IL 60045

847.615.0700

1800 Hollister Drive, Suite 220
Libertyville, IL 60048

847.362.5707

27750 W. Highway 22, Suite 150
Barrington, IL 60010

847.381.2428

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 21. 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.



Appointments

- Except for the specified walk-in times, we see our patients on an appointment basis.
- 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 canceled 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 medical 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 address and telephone number. The pharmacy may also contact us directly.
- Please be aware that many of these services are available online with a MyChart 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 two hours for a return call should be left on the voicemail line. There may be a charge associated with telephone conversations.

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.

Lake Shore Pediatrics is affiliated with:
Northwestern Lake Forest Hospital: 847.234.5600
Advocate Good Shepard Hospital: 847.381.9600
Lurie Children's Hospital of Chicago: 312.227.4000