

# PROFESSIONAL ASSOCIATION FOR PEDIATRICS

1850 Hickory Street, Suite #102  
Abilene, Texas 79601

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## **Office Hours:**

Monday – Friday  
8:00 AM to 5:00 PM

Saturday  
8:00 AM to 12:00 Noon

Phones are answered Monday through Friday from 8:00 AM to 12 Noon and 1:15 to 5:00 PM.

On Saturday the phones are answered from 8:00 AM to 12 Noon.

## **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 or consultation appointment 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 are considered no-show appointments. Our office policy is 3 or more no-shows are considered grounds for dismissal from the practice.

## **Late Policy**

If you are going to be more than 30 minutes late, call our office so we can reschedule your appointment for a more convenient time.

## **Sick Appointments**

Sick appointments are scheduled as same day appointments only.

## **Well Visit Appointments**

We recommend scheduling well visits 4 to 6 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 you local 24-hour pharmacy or your insurance nurse line.

## **Medication Refills**

Please allow our office 48 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.

## **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.