



**Welcome to OU Children's Physicians
GI Clinic at OU Medical Center**

We welcome you and your family to the GI Clinic at OU Children's Physicians. We are located in the OU Children's Physicians Building at 1200 N. Phillips Ave. Suite 9500, OKC, OK. Enclosed are driving instructions from the various highways/expressways around the city. **We do require all new patients to arrive 30 minutes prior to the scheduled appointment time in order to verify demographic information and fill out new patient paperwork.** Patients who arrive more than 15 minutes after their scheduled appointment time may be asked to reschedule their appointment.

Please have your PCP fax your child's medical records (including lab results, x-rays or radiology reports, progress notes and growth charts) prior to the first visit. This will help the physician greatly in caring for your child. Our clinic fax number is (405) 271-7866. If you need to cancel an appointment, please call us 24 to 48 hours in advance (except in emergency situations). The clinic's direct number is (405) 271-6549, option "0".

If you have Commercial, HMO, or PPO insurance coverage, please be prepared to pay the specialist co-pay at each visit unless special arrangements have been made in advance with our billing office. If you do not have insurance coverage at the time of your visit, a \$50 co-pay must be collected and you will be asked to sign a waiver stating that you understand you are responsible for full payment of services provided. Payment arrangements can be made through our patient account department if necessary.

If your insurance coverage requires a referral before seeing a specialist at OU Children's Physicians or before having a procedure at OU Children's Hospital, please contact your primary care physician prior to your visit to ensure this has been completed.

Our physicians and staff are eager to make your experience here as pleasant and comfortable as possible. We are always open for suggestions and welcome your input at any time. We have comment cards available at the front desk if you wish to fill one out during your visit. They are picked up each week and reviewed by the Clinic Administrator. We are also randomly selecting patients to receive a patient satisfaction survey. If you are selected, please complete and return it as soon as possible in the self addressed stamped envelope provided. Any suggestions, comments or compliments you leave will be addressed immediately. If you wish, you can leave your name and telephone number so we can contact you directly.

Thank you for choosing one of our many physicians to take care of your child's health care needs. We hope you are very satisfied with the services you receive.

Sincerely,

GI Clinic Staff and Physicians