



Melody Cassels, M.D.
Wesley Glazener, M.D.
Taylor Beall, M.D.
Amanda Major, M.D.

Walk-In Visit Policy

At Austex Pediatrics, **we do not accept walk-in visits**. All patients must have a scheduled appointment before being seen.

If you arrive at our office without a scheduled appointment and request to be seen, we may accommodate your child only if provider and schedule availability allow. **A \$30 walk-in convenience fee will apply** in addition to any applicable copays, coinsurance, deductibles, or other charges. This fee is not covered by insurance.

Please be aware that being accommodated as a walk-in **does not guarantee** that your child will be seen immediately or that we will be able to see your child that day. Scheduled appointments will be prioritized, and any walk-in requests will be considered based on provider availability, appointment volume, and the urgency of your child's medical needs.

Wait times may be significantly longer than those for scheduled appointments. If we are unable to accommodate your child, we may recommend scheduling the next available appointment or an appointment for the following day. To help ensure timely care and the shortest possible wait, **we strongly encourage** all families to schedule an appointment before coming to the office.

If your child is experiencing a medical emergency, please call 911 or go to the nearest emergency department immediately.

Thank you for your understanding and for allowing us to care for your family.

Acknowledgement

I acknowledge that I have read and understand the Austex Pediatrics Walk-In Visit Policy. I understand that walk-in visits do not guarantee immediate or same-day service, and that patients with scheduled appointments are given priority. I understand that wait times may vary based on provider availability and patient volume.

Parent/Guardian Signature: _____

Date: _____