



It's a match!

Choosing the best pediatrician for your family.



Choosing Cook Children's

Knowing every child's life is sacred, we promise to improve the well-being of every child in our care and our communities.

To live up to this promise, Cook Children's combines the art of caring with leading technology and extraordinary collaboration to provide exceptional care for every child, every day.

Our not-for-profit organization includes our medical center, physician network, home health company, surgery centers, health plan, health services and health foundation. With more than 60 primary, specialty and urgent care locations throughout Texas, families can access our top-ranked specialty programs and network of services to meet the unique needs of their child.

This guide is designed to help you make an informed choice by providing you with the knowledge of what to look for and what to ask during interview appointments. The following is a list of interview questions to help you in your search.

Questions to ask yourself during the visit:

How many patients are waiting? (Circle one)

0-1

2-3

4-5

6+

If there are a lot, is it because the office overbooks, or because the doctor is spending additional time with a patient who needs it? You might want to ask other parents if this is normal.

Is there a separate area for sick children and children who are here for well visits? ☐ Yes ☐ No

Is the reception area clean and child-friendly? (Circle one)

1

2

3

4

5

(Messy and unsafe)

(Very clean and safe)

Is the office staff friendly? (Circle one)

1

2

3

4

5

(Not friendly)

(Warm and welcoming)

Is the office staff helpful? (Circle one)

1

2

3

4

5

(Unhelpful)

(Extremely helpful)

When you tour the exam rooms, are they clean? (Circle one)

1

2

3

4

5

(Messy)

(Very clean)



Questions for the office staff:

What are the office hours? _____

Are there evening or weekend hours to accommodate your schedule? ☐ Yes ☐ No

Weekend hours: _____

Does a pediatric nurse practitioner (PNP) work in the office? If so, what is his/her role in the practice?

Name: _____ Role: _____ Hours: _____

Is emergency coverage available 24 hours a day, 7 days a week? ☐ Yes ☐ No

When is the best time to call with routine questions? _____

Do nurses screen phone calls? ☐ Yes ☐ No

If the doctor is not available to speak on the phone, who will handle your questions? _____

Is email an option for communicating with your doctor? ☐ Yes ☐ No

Email: _____

Does the practice have its own website that provides helpful advice and access to reliable health educational material, or password protected access to directly view your child's test results? ☐ Yes ☐ No

Website: _____

Does the practice have an after-hours answering service? ☐ Yes ☐ No

Phone: _____

Is the after-hours phone service tied in with a hospital or a nurse-on-call system? ☐ Yes ☐ No

Where are patients referred after hours? _____

Do you have access to pediatric specialists or intensive care if needed? ☐ Yes ☐ No

What are the payment policies? _____

This is especially important if you do not have prepaid health coverage.

What are the fees for services? _____

Is the payment due in full at the time of the visit or can payment plans be arranged?

☐ Paid in full ☐ Payment plans available ☐ Other _____

Overall, how did you feel after visiting the office staff? (Circle one)



Excellent



Good



Neutral



Poor



Very bad

Questions for the pediatrician:

Does the pediatrician see parents as partners in a child's care? ☐ Yes ☐ No

What are the doctor's philosophies on circumcision? Breastfeeding? _____

Does the doctor focus on preventive care, including immunizations, child safety and nutrition?

If you're expecting a baby, will he/she visit your newborn in the hospital? ☐ Yes ☐ No

What is his/her pediatric background?

Is he/she board certified through the American Board of Pediatrics? ☐ Yes ☐ No

Is he/she a member of the American Academy of Pediatrics? ☐ Yes ☐ No

Does he/she have a subspecialty or area of pediatric interest? If so, what is it? ☐ Yes ☐ No

Subspecialty/area of pediatric interest: _____

In the event your baby requires hospitalization, what hospital does your doctor use?

Names of the doctors who will care for your child if the pediatrician isn't available:

Are they on staff at the same hospital? ☐ Yes ☐ No

Are these doctors board certified? ☐ Yes ☐ No

If your child needs to see a specialist, how does the pediatrician handle referrals? _____

What is his/her policy with regard to second opinions? _____

If you are in a health management organization (HMO), it’s important to ask how your doctor handles out-of-network referrals.

Ask any additional questions and express any other concerns you may have.

Questions to ask yourself after the visit to help you make an evaluation:

Did the pediatrician listen to your questions and concerns attentively? (Circle one)

1	2	3	4	5
(Inattentive and dismissive)				(Attentive and resourceful)

Did the pediatrician answer your questions and respond to your concerns patiently and clearly? (Circle one)

1	2	3	4	5
(Inpatient and dismissive)				(Patient and attentive)

Did the pediatrician seem genuinely interested in you? (Circle one)

1	2	3	4	5
(Disinterested)				(Caring and respectful)

Did you trust this pediatrician? (Circle one)

1	2	3	4	5
(Not trustworthy)				(Extremely trustworthy)

Overall, how did you feel after your visit? (Circle one)

				
Excellent	Good	Neutral	Poor	Very bad

Name of the office: _____

For more information, visit:
www.cookchildrens.org/services/how-to-choose-a-pediatrician

Notes:

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on its right side, suggesting it's resting on a surface.

Additional resources for managing your child's care:



Keep track of your child's care with the health care notebook.



Download our baby book for your ultimate guide to the first few months.



**Find a
Cook Children's
pediatrician near you.**

**Thank you for trusting us with
your child's care!**

