



Parent Advisory Board | MINUTES

August 31, 2023 | 6:30 pm – 8 pm | 23530 Kingsland Blvd. Ste 100, Katy, Texas 77494

Meeting called by	Ahmed M. Monib	Attendees	
Type of meeting	Parent Advisory Board meeting	Tracey Crowe	Ahmed Monib
Facilitator	Ahmed M. Monib	Cori Harbuck	Yasmine Monib
Note taker	Jessica Lopez, Itzy Contreras	Cathy Garcia	Jessica Lopez
		Sarah Leifeste	Itzy Contreras
		Jennifer Blanton	

AGENDA TOPICS

Time allotted | 30 min | Update on New Location | Presenter Ahmed M

Updates on office layout and workflow.

Murals on walls (pick a wall at new location and have patients' hands and name on it.)

Sick/well seating

Errand runner- at the new location have folks who can run small errands for parents, while they are at their visit. Parents would tip for the service.

White glove MA Service? At new location perhaps we have a new paradigm in which one MA is assigned to a patient the moment they walk in, and stay with the patient all the way through the visit. We will still need MA's to work the phones and also to prepare patients for the next day.

Time allotted | 30 min | Discuss Annual Fee | Presenter Ahmed M

- Discussed the need for an annual fee in order to continue with extra services such as weekend classes, providers answering portal messages and after hour calls, forms to be filled out, Saturday clinic and extended weekday hours, etc.
- Different tiers of service?
 - Discussed if annual fee could vary based on how many services were provided for free.
 - Challenge with this is in keeping fair to all patients and in compliance with insurance contracts.
- Should we also charge for forms or would that be included in annual fee?

Time allotted | 30 min | Class Idea and Community Outreach | Presenter Ahmed M

- More hands-on/ family activity classes

- mom/son, father/daughter activity days etc.

- Social media for classes (sharing with families)
 - Breastfeeding classes
 - More photos with Providers/Staff for social medial
 - New Mom's group class/ coffee hour
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Action Items

- Update on the new office
- Update on new upcoming classes
- Discuss at next meeting, credit card processing fees
- Try white glove MA service