



Parent Advisory Board | MINUTES

September 19th 2024 | 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	Cori Harbuck	Ahmed Monib
Facilitator	Ahmed M. Monib	Cathy Garcia	Yasmine Monib
Note taker	Jessica Lopez, Itzy Contreras	Sarah Leifeste	Jessica Lopez
			Itzy Contreras
			Elina Kibarova
			Janeth Medina

AGENDA TOPICS

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

Small updates on office layout and workflow.

- Discussed if sick area should be completely separated from the rest of waiting area.
- Discussed a possible groundbreaking ceremony that would include patients and parents celebrating the start of the building.

Time allotted | 30 min | Missed Appointment PIP | Presenter Ahmed M

- Discussed our missed appointment rate for the year of 2023 and probable causes to why patients are missing their scheduled appointments
 - Discussed the possible causes of miscommunication between parents and appointments being scheduled before and after the holidays.
 - Discussed increasing the no show 1st, 2nd and 3rd fee and having a ACH on file other than just having a credit card on file.
- Advised to have a school testing schedule on standby when scheduling appointments to prevent a possible missed appointment due to children not being able to leave during testing times.

Time allotted | 30 min | Welcome Ideas to New Parents | Presenter Ahmed M

- Group chat with our PAB members
- Giving a new patient gift (including information about our doctors and hours of operations magnet and sticker booklet for returning well visits)
- New Mom's group class/ coffee hour
- New Patient Orientation session with PAB
- Parent resource wall for all patients in office

Action Items

- Update on new building
- Get a ACH on file for patients
- Get the school district testing schedule
- Create a new patient package
- Create a parent resource wall for all patients
- Setup new patient orientation with PAB
 - Discuss internally what this would look like
 - Figure out how to invite new parents
 - Set a date and do it