



OFFICE POLICIES

- **Respect** - Patients, providers, and staff are expected to treat each other with respect.
- **Proof of Identity** – Patients must provide proof of identity. To ensure against health insurance fraud, appointments may be rescheduled if identity cannot be confirmed.
- **After-Hours Calls to On-Call Physicians** - **Always call 911** if there is a life-threatening emergency. For urgent (but not life-threatening) situations, call our office and follow the prompts to reach the on-call physician.
- **Prescriptions** – Prescription refills are provided through the date of your next required follow-up for the related condition. An appointment is required if your follow-up date has passed.
- **Forms and Letters** – We charge a small fee for most forms and letters, but the fee is waived if you bring the form(s) to your appointment. We do not charge for forms required for treatment, nor do we charge Medicaid recipients. Fees must be paid before forms and letters are released.
- **Specialist Referrals** – We require 3-5 days to complete specialist referrals. Referrals can be either picked up at the front desk or faxed directly to the specialist. We do not mail referrals.
- **Secure Online Patient Portal** – Gives patients email access with our office and access to medical records. Please complete an “Instant Health History” before every visit. In compliance with HIPAA laws, passwords are issued only when you are present in our office. Accounts for adolescents (ages 11-18) are handled differently than accounts for other patients.
- **Medical Records Requests** – A signed authorization and nominal fee must be received before medical records are released. Records are released on paper, fax, CD or patient-supplied thumb drive. Please allow 30 days.
- **Scheduling** – Appointments are required for all visits, including urgent care. Urgent care slots are released each weekday beginning at 8:00 am. Saturdays at 7:45 am. Limit 2 family appointments per day.
- **Inclement Weather** – When PG County schools are closed, MedPeds opens late at 9:00 am at the earliest. Please check our website, phone line, Facebook or Twitter for weather-related closing information.
- **Late Arrival** – Appointments may be rescheduled to avoid delaying the care of other patients.
- **Cancellations and No-Shows** – We charge \$25 for “no-shows” or cancellations made with less than 4 hours notice.
- **Valid Insurance and PCP Policy** – Insurance ID’s are required before each appointment. If a PCP selection is required, your card must list a MedPeds provider. If eligibility and/or PCP cannot be confirmed before your appointment, you will be given the choice to self-pay or reschedule.
- **Co-pays and Balances** – Co-pays, deductibles, and patient due balances are due before you are seen. We accept cash, Visa, MasterCard, money orders, and personal checks (approved by Telecheck). Ask our staff if you need a nearby ATM.
- **Patient Statements** – We bill you according to your insurance company’s instructions. Please contact your insurance company regarding any disputes. After 90 days, unpaid secondary claims become patient responsibility.
- **Payment Plans** – Please speak with the billing manager if you need to establish a payment plan. Payments must be received as agreed or the payment plan will end, and payment in full required.
- **Self-Pay Policy** – A “deposit” of \$75 must be paid prior to each appointment. If you pay any remaining amount due before you leave the office we will discount 30% of the office visit portion only. Discounts are not applied to other charges.
- **Collection Policy** – We charge an additional 30% of the balance to cover collection agency fees.
- **Discharge Policy** – We don’t like to do it, but occasionally it is necessary to discharge a patient from the practice. We mail a notice to patients 30 days in advance of any discharge from the practice.