



## OFFICE POLICIES (rev 08.23.2021)

-  **Life threatening emergencies** - Call 911
-  **Respect, Dignity, and Fairness** - Employees, patients, and providers must treat everyone with respect, dignity, and fairness at all times. We will not tolerate otherwise.
-  **Proof of identity** is required before each visit to ensure against health insurance fraud.
-  **Proof of active insurance and PCP selection** is required before each visit or you must self-pay in advance. We will reimburse you if your insurance later pays.
-  **Limitations on Insurance Coverage** - Patients are encouraged to understand the limitations of their own health insurance benefits. Call your insurance company if you have questions before services are rendered. Although we do our best to generally be aware of limitations, MedPeds will not be responsible for paying for ordered services if they are not covered by your plan.
-  **Missed appointments/late arrivals** – Four (4) business hours of notice is required to avoid missed/late appointment fees. Late arrivals may need to be rescheduled to avoid inconveniencing other patients.
-  **Appointments are always required for new or worsening symptoms** if last appointment was more than 14 days ago.
-  **Limit two (2) family member appointments per day.**
-  **Masks may be required in the office** at the discretion of the practice partners and in accordance with CDC and health department guidelines.
-  **Referrals, forms, letters, and requests for records** take time and will be done in the order received. Allow up to one week, although we will attempt to complete earlier if possible.
-  **Request refills a week before you run out of your medications** to avoid having to go without your medications. Some medications require follow-ups visits before they can be refilled. Medications are generally not refilled after one year without a visit, or after the date you were next due to be seen.
-  **Inclement weather** - check our weather line 301-498-8880 x 9. Appointments may be converted to telemedicine, canceled, or rescheduled.
-  **Secure Online Patient Portal** – Used by patients to request appointments, referrals, and refills or to reply to provider initiated messages. Questions to the provider should be limited to issues discussed a recent visit (last 14 days), otherwise an appointment is required. Accounts for adolescents (ages 11-18) are handled differently than accounts for other patients.
-  **Copays and balances are due before you are seen** unless payment arrangements are made in advance.
-  **Bad debts are subject to a 50% collection fee** so please talk to us if you have trouble paying your bill. We will work with you if you work with us.
-  **Discharge Policy** - We do not like to do it, but patients who abuse, threaten or lie to our office staff or providers, are non-compliant, repeatedly fail to show up for multiple scheduled appointments, or have bad debt and have not worked with our office to resolve are subject to discharge from the practice.