



Plumtree Family Health Center

New Patient Information Packet

Hello from our team at Plumtree Health Center. We look forward to meeting with you! Our goal is to provide to our patient's and their families accessible quality health care in a caring and compassionate environment. Caring is our reason for being. We believe communication is paramount to achieve this goal. For this reason, we outlined below how we do things in our office. We believe by informing you and then obtaining your cooperation we will improve our ability to deliver quality health care in a more efficient and effective manner. To improve the quality of time you spend with our medical providers and the efficiency of our team's ability to service your needs, please review the following information carefully. Take your time to complete all required forms prior to your appointment.

CHECK LIST TO COMPLETE PRIOR TO VISIT

Forms can be found on our website www.plumtreefamily.com.

- **Forms to be completed:**
 - Medical History
 - Patient Information Sheet
 - Financial Agreement
 - HIPAA (Privacy Notice) & Consent for treatment
 - Authorization to Obtain Medical Records

- **Items to bring for first visit:**
 - Drivers License or Photo ID (patient or legal guardian)
 - Medical Records for the past two years.
 - All Immunization records. We must have these for all pediatric patients prior to visit.
 - Medication List. In most cases your pharmacy will be able to give you a print out of your medications.
 - List of other physicians that participate in your medical care. Please include contact information.

- **Items needed for first and every visit:**
 - Health Insurance card
 - Co-pay and any balance due on account.
 - Updated medication list.



Patient Care and Communication Policies

Scheduling Appointments & Availability: Our Medical Receptionists are professionals and are ready to serve you. To improve their ability to help you, when asked tell them exactly the reason you are scheduling an appointment. If you have more than one medical concern to talk about during the visit, you **MUST** let us know when scheduling so that we can allow enough time for your concerns. In most cases, we will be able to offer you an appointment for an acute non life-threatening illness within 24 hours with one of our providers. Routine Follow-up appointments and well-visits will be scheduled based upon availability. Our office prefers not to treat patients over the telephone. We believe this is an inefficient method of providing quality care. If you believe you need our advice or a prescription, it is our recommendation that you call to schedule an appointment with one of our providers. Please be sure to arrive on time to your appointment. You may be rescheduled if you are not at the office at the time given by the medical receptionist. Although we do our best to remain on time, unforeseen complexity of a medical problem may arise requiring additional time with individuals. Please be patient if we do run behind. You would want the same consideration if you required additional attention.

Appointment Hours

Monday	7:30am- 7:30pm
Tuesday	7:30am- 7:30pm
Wednesday	7:30am- 7:30pm
Thursday	7:30am- 5:00pm
Friday	7:30am- 4:30pm

Phone Hours

8:00am-5:00pm
8:00am-5:00pm
8:00am-5:00pm
8:00am-4:30pm
8:00am-4:00pm

***The office is closed daily from 12:00-12:30pm. Phones are off from 12:00-1:00pm.**

Hours are subject to change based on staff availability and holidays.

We will do our best to make patients aware of any schedule changes.

Please also note that not all providers are available during all business hours.

Prescriptions: Please contact your pharmacy if you would like to request a refill. The pharmacy will then contact the doctor for authorization if necessary (*many times refills will already be available*). Refills are not available after-hours by the on call doctor. Please allow 48-72 hours for refill authorization. Do not wait until your medications runs out to call the pharmacy for the refill. Refill requests for medications that are not taken daily typically require evaluation in the office. For example, we don't prescribe medications including antibiotics for urinary tract infections or bronchitis without first evaluating the patient. If you take maintenance medications we require that you be seen at least every six months and/or more often as your health care provider feels necessary. If you are overdue for your routine follow-up, prescriptions will be dispensed in smaller quantities until you are seen. Regular visits are important to monitor your health and effectiveness of the medications and other treatments. Your regular practitioner is responsible to ensure that you continue to undergo appropriate evaluations before refilling any medications. If another office prescribed you medications, we request you obtain refills from that office until one of our practitioners has had the opportunity to complete a thorough evaluation of the current treatment.

Obtaining Results: After your provider reviews your results you will be contacted by phone or mail. If you do not receive a call or letter within 2 weeks, please contact our office. You can leave a message to obtain results by calling 410-569-4224 extension 113. You may also visit www.Labcorp.com or www.QuestDiagnostics.com to obtain a copy of recent results. We will not give test results if a physician at our office did not order the testing; you must call the ordering physician's office for interpretation.

Laboratory Services: Labcorp is an independent company within our facility that offers laboratory services. Hours are Monday- Friday 7:30am – 11:45am. Hours and availability are subject to change without notice. Please contact Labcorp directly with any questions or concerns regarding your services through Labcorp. The direct line to contact labcorp in our office is 410-569-0132.



Plumtree Family Health Center

Financial Policies

We are committed to providing you with the highest quality medical care possible in a cost effective manner. Our professional fees have been determined through careful consideration in addition to being reasonable and customary within our geographical area. In order to achieve our goal of providing you with the best care possible, we need your assistance and your understanding of our financial policy. We are pleased to discuss any questions you may have concerning a bill.

- Ø **Insurance:** If you are not insured by a plan we do business with, payment in full is expected at each visit. If we accept your insurance but you don't have an up-to-date insurance card, payment in full for each visit is required until we can verify your coverage. It is your responsibility to know your insurance benefits including deductibles, copayments as well as contracted lab, radiology and hospital facilities. Please contact your insurance company with any questions you may have regarding your coverage. It is your responsibility to notify our office of any change in your insurance coverage. Your insurance policy is a contract between you and your insurance company. We are not a party to that contract.
- Ø **Co-Payments, Deductibles & Co-Insurance:** All co-payments must be paid at the time of service. This arrangement is part of your contract with your insurance company. Failure on our part to collect co-payments can be considered fraud. Any co-pays not collected at the time of visit will result in a \$15.00 processing fee added to your account.
- Ø **Non-Covered Services:** All health plans are not the same, and they do not always cover the same services. Please be aware that some of the services you receive may be determined to be "not covered" by your health plan. You must pay for these services in full.
- Ø **Proof of Insurance:** We will bill your insurance on the information you provide us at the time of service. This requires us to copy your current insurance card. We will also require you to confirm your registration information. Your failure to provide us with the correct information could result in the denial of your claim. If this occurs, you assume responsibility for the entire amount of the claim.
- Ø **No Show / Late Cancellation Fees:** We charge \$25 for missed appointments and for appointments not cancelled with at least 24 hours notice. These charges will be your responsibility and billed directly to you. Please help us to serve you better by keeping your scheduled appointment. You will be charge \$50.00 if you fail to cancel a Physical within 24 hours of appointment.
- Ø **Minors:** A parent/legal guardian must accompany a minor patient on his first visit to our office so we can obtain a signature to treat the minor patient. A minor may be treated on subsequent visits without a parent/guardian if we have a written permission. The adult accompanying the minor patient is responsible for the payment of the rendered service at the time of service.
- Ø **Non-Payment:** *If your account is over 90 days past due and there has been no communication with our billing department, you and your immediate family members could be discharged from our practice. In addition, your account could be sent to collections.*
- Ø **All balances are due prior to any further services are provided by our office.**

As a courtesy to our patients, we accept cash, personal checks, money orders, Visa, MasterCard, and Discover. There will be a \$30 fee for all returned checks. We will not be able to accept personal checks if any previous checks are returned by bank.



\$20.00 FORM FEE: Completion of forms for the use outside of the patients medical record, including but not limited to day care, sports, pre-employment physicals, life insurance, disability applications and detailed work notes. All form fees are to be paid in cash at our office.

MEDICAL RECORD RELEASE: The State of Maryland allows us to charge \$22.88 for Medical Record retrieval and preparation, plus a copy charge of .76 cents per page, plus the actual cost of the postage and handling. We only copy the records generated by our office.

*All fees are subject to change

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