

Olney Pediatrics Policies and Fees

For patients younger than 18 years of age, a parent or legal guardian must be present at the time of the office visit. To better assist you and ensure prompt payment by your insurance carrier, we may make a copy of your insurance card and driver's license or photo identification card at every visit.

Our mission is to provide same day medical care for sick children as requested by caregivers. We see patients by appointment only to best control your wait times because we know your time is valuable. If you are more than 15 minutes late for your appointment, you may be asked to reschedule your appointment or you will be seen according to the next available appointment in your provider's schedule.

If you are sick at your Well Child visit, you will either be asked to reschedule or you may be charged an additional fee for illnesses not covered under the scope of a Well Child Visit. Some high risk patients may be diverted through a separate entrance as directed by staff. For high risk infectious exposures, you may be asked by the staff to enter the office through a separate entrance.

Vaccine Policy

Olney Pediatrics follows the American Academy of Pediatrics recommendations for the vaccination of children. The waiving of certain vaccines, unless medically necessary, is not acceptable for patients in this practice.

HIPAA

I understand that under the Health Insurance Portability and Accountability Act (HIPAA), I have certain rights to privacy regarding the protected health information of my children (or myself if I am a patient 18yrs or older). I acknowledge that I have received or have been given the opportunity to receive a copy of your Notice of Privacy Practices. I also understand that this practice has the right to change its Notice of Privacy Practices and that I may contact the practice at any time to obtain a current copy of the Notice of Privacy Practices.

Missed Appointments

As a courtesy, we will attempt to contact you to remind you of your appointment; however, it is your responsibility to arrive for the appointment on time. If you cannot keep an appointment, please call at least 24 hours in advance. If you cancel less than 24 hours in advance for a well child visit or ADHD/ADD/Behavioral visit or no show - any type of appointment, there is a service charge *.

- \$50.00 fee applies to all Well Child Visits and ADD/ADHD/Behavioral visits, canceled less than 24 hours prior to appointment time and No Shows to appointments.
- \$25.00 fee applies to all other No Show appointments.

Multiple no shows - may result in dismissal from the practice.

Olney Pediatrics Prescription Refill Requests

Antibiotics will not be prescribed over the phone. If you feel your child might need an antibiotic, they will need to be seen by a physician.

If your child is an established patient and has a chronic but stable medical condition requiring ongoing medication (i.e., asthma, allergies, eczema) you may request refills over the patient portal if they have been **seen for the condition**, according to the following guidelines:

Refills may take up to 48 business hours to process so please plan accordingly.

- Asthma Office Visit -----every 3-6 months
- Headache -----every 6 months
- Allergy Office Visit -----every 12 Months
- Skin Disorders -----every 12 months
- Birth Control -----every 12 months
- Mood Disorder -----every 3 months
- ADHD -----every 3 months

Olney Pediatrics Medical Form Completion

We are happy to fill out standard medical school physical forms/daycare attendance forms, camp physical forms, school asthma action plans and anaphylaxis/food allergy plans, complimentary if your child has been seen in the last 1 year for a well child visit over age 2 yrs and is up to date on well visits if under 2 yrs of age. Form completion may take 3 to 5 business days after receipt of form to be completed.

A charge of \$20 will be assessed for each request by the parent (certain forms are done at no charge).*

Olney Pediatrics Medical Question Procedures Outside of Office Hours

If it is an emergency situation, call 911 or go to the nearest ER.

Otherwise, you can call the office at 301-774-4100 and the answering service will contact the on-call physician. Please save routine questions (mild illness, appointments, prescription refills) for the next business day. You can also submit your routine medical questions via the patient portal and these questions will be answered by one of our providers the following business day. There may be an additional fee charged for visits occurring on weekends, holidays, before and after hours. We will bill this charge to the participating insurance plan. You may be responsible if your insurance carrier does not cover this charge.

Newborn Enrollment

It is essential that you contact your insurance plan or the policy holder's HR department to enroll your newborn on your policy within the first 30 days. We recommend doing this within the first few days of your baby being born as it takes a few weeks for the baby to appear on the plan as a covered member.

Olney Pediatrics Referral Request

If your insurance requires you to have a referral, please contact your insurance for a specialist covered by your insurance plan and our office will be happy to provide the referral. Once you have the specialist information, please request a referral from our office via our patient portal and include the following information:

- Please provide the Name of the provider, Provider's NPI number, provider's business address, telephone and fax number to our office via Portal when you request your referral.
- Please include date and time of your scheduled appointment if known. Non-urgent referrals may take up to 14 business days, so please plan accordingly. We will process all urgent referrals as prudently possible.

For acute and new chronic medical referrals to a specialist, our patients must have been seen in our office by one of our medical providers within the last 1 month for the medical problem the referral is being requested for to the specialists.

For all existing chronic medical issues managed by medical specialists, referrals will be processed if your child has been seen for their well child visit within the last 1 yr.

Olney Pediatrics Medical Records Fees*

There will be a \$20 charge per child for copies of complete medical records. Please allow 14 business days for copies to be prepared.*

Olney Pediatrics School Excuse Policy

You may request a physician's note for excused absences for school or work when your child is seen in our office. However, excuses requested over the phone will be denied. Your child must be seen in our office.

* **NOTE:** Most of these fees are waived by state law for children enrolled in the Maryland Children's Health Insurance Program.