

Policies and Procedures

MedPeds, LLC has established the following policies and procedures in order to provide the best possible care and service to you, our patients

1. We strive to reduce patient wait time as much as possible. As a courtesy to patients with later appointments our office adheres to a late policy of fifteen minutes. If a patient is late for an appointment 15 minutes or greater, they may be asked to reschedule.
2. Our office requires 24 hours notice for cancellation. If an appointment is not cancelled within 24 hours you will be charged \$25.00. Same day appointments require a 4-hour minimum cancellation.
3. Referrals require up to 72 hours to process. Please leave all required information when requesting the referral to ensure accuracy. We can fax, mail or you can pick the referral up. You will be called when it is ready. Referrals can only be done on the same day for medical emergencies. Referral requests can also be submitted at www.medpeds.net.
4. Medical records may take up to 7 days to be copied per Maryland State Law. The copying process usually takes one week unless invoice and/or payment has not been received. MedPeds LLC does charge for copies of medical records as allowed by Maryland State Law. This fee and written authorization are required **prior** to copying.
5. Co-payments and deductibles must be paid prior to each visit. **This is required in the terms of your contract with your insurance company.** Forms of payments accepted are: cash, Visa, MasterCard, money order or check via TeleCheck (requires state-issued ID).
6. Patients must present with appropriate insurance information or the patient will be considered self-pay for the visit. Patients with coverage requiring a Primary Care Physician must have MedPeds or A MedPeds physician on their card at time of service. If any of the above information is missing, the patient must obtain it **within 20 minutes of the scheduled appointment time.**
7. We no longer have walk-in appointments for Fridays and Saturdays. Patients must call in on the same day to get a sick appointment. Saturday hours are 8:00 AM – 12:00 PM. Patients must call on Saturday morning between the hours of 7:45 AM and 10:00 AM to schedule an appointment. These appointments are only for urgent care/sick and cannot be used for follow-ups or physicals.
8. After hours calls to out on-call physicians are reserved for **emergencies only**. If you feel you need to go to the emergency room after our office hours for anything that is obviously not life-threatening you may first need to contact the on-call physician for authorization. Failure to do so may result in a rejection of payment from your insurance company.
9. It is the policy of the Providers to provide enough refills on a prescription to last until the next required follow-up for the related condition. If you have special circumstances such as controlled substances that require monthly prescriptions, please speak with the advice nurse between the hours of 9:00 AM and 3:00 PM.
10. Our office will file all primary and secondary medical claims to your insurance company. Any patient with a third insurance policy must submit to the insurance company themselves. We will be happy to provide you with documentation.

11. Patient bills are mailed at least once a month. Payment is due in full within 30 days. A \$5.00 late fee will apply to all accounts when the minimum amount due is not paid within 30 days. Payment plans are available on all accounts. Also arrangements must be made with the billing department or the office manager **prior to service** for overdue accounts.
12. All accounts greater than 60 days past due are eligible for collection activity. The patient will be responsible for all collection fees incurred. All accounts placed in collections will be discharged from the practice and must choose a new Primary Care Physician. This includes any family members and/or responsible parties.
13. Returned checks will incur a \$35.00 charge. In addition, all checks returned for any reason must be paid off within 30 days including the returned check charge. If the full amount is not received within 30 days the original amount of the check will be doubled as allowed by Maryland State Law. The account will be sent to collections and the patient will be discharged from the practice.
14. Cell phone use is not permitted in our office at any time.