

Practice Overview

Updated 2/14/18



OFFICE HOURS

At Annapolis Pediatrics, we believe that convenience and choice are essential to our philosophy. We currently operate five offices for your convenience. Most of our providers rotate through the offices, so you may choose the office that is the most convenient for your family.

For all locations call us at (410) 263-6363

ANNAPOLIS OFFICE: 200 Forbes Street Suite 200, Annapolis, MD 21401

Office Hours:

- Monday - Thursday 8:30 AM - 7:30 PM
- Friday 8:30 AM - 5:00 PM
- Saturday 8:00 AM - 1:00 PM
- Sunday 8:30 AM - 12:30 PM

Walk-in Hours: (*Annapolis Pediatrics patients only*)

- Monday - Friday 7:30 AM - 4:30 PM (for acute illnesses only- no appointment necessary)

CROFTON OFFICE: 1655 Crofton Blvd., Suite 301, Crofton, MD 21114

Office Hours:

- Monday - Tuesday 8:30 AM - 7:30 PM
- Wednesday - Friday 8:30 AM - 5:00 PM

EDGEWATER OFFICE: 3158 Braverton Street, Suite 110, Edgewater, MD 21037

Office Hours:

- Monday - Friday 8:30 AM - 5:00 PM

KENT ISLAND OFFICE: 1630 Main Street, Suite 201, Chester, MD 21619

Office Hours:

- Monday - Friday 8:30 AM - 5:00 PM

SEVERNA PARK OFFICE: 877 Baltimore-Annapolis Blvd., Suite 208, Severna Park, MD 21146

Office Hours:

- Monday - Friday 8:30 AM - 5:00 PM

TELEPHONE AND COMMUNICATIONS

For your convenience, our Call Center opens at 8:00 AM seven days a week. We have dedicated triage nurses who answer medical questions and offer advice over the phone. In some cases, the nurse confers with the doctor and nurse practitioner as required before returning the call. After hours, our on-call nurse triage service will help you in a medical emergency. When you call the office number, you will be transferred to our triage service and your call will be promptly returned. The triage service has access at all times to one of our physicians. You may incur a fee for this. Further details will be provided when accessing this service.



APPOINTMENTS

Walk-in patients (no appointment needed) are seen Monday through Friday, 7:30 AM to 4:30 PM in the Annapolis office only. This service is for Annapolis Pediatrics patients only. We have reserved this time for our ill children with simple conditions who require a very brief visit, such as an ear or throat check. All other patients are seen by appointment. We have a centralized appointment department staffed by experienced appointment schedulers ready to help you when you need to be seen. Sick children can usually be seen the same day. We advise you to call as early in the day as possible if your child is ill. Physical exams must be scheduled in advance. It is the parent's responsibility to keep appointments for his or her child. We understand that there are occasional circumstances that may keep you from the appointment. When this happens, we request 24 hours advance notice for physical exams and two hours for sick visits. It is our policy to charge \$25 for an office visit that is missed without advance notice. The no show fee for consults and behavioral health is \$50. We reserve the right to dismiss a patient from the practice who misses more than two appointments without notice. If a patient arrives fifteen minutes or later past the scheduled appointment time, we reserve the right to reschedule the appointment, based on the overall volume of patients for that day.

NEW PATIENTS

Annapolis Pediatrics believes that finding the right fit with your selected pediatrician is critical to a long-term, successful relationship. Parents of newborns who are considering joining Annapolis Pediatrics are welcome to join us at one of our prenatal group sessions. Sessions take place monthly with one of our providers. Please contact our office to schedule. New patients should arrive 15 minutes prior to your first appointment to complete registration forms or bring completed copies of the forms that can be printed from our website at www.annapolispediatrics.com/forms. Be sure to bring your insurance card and office co-pay, if applicable. For co-pays and deductibles, we accept cash, personal check, and most major credit cards.

HEALTH INSURANCE/MANAGED CARE PLANS

We participate with the majority of managed care plans in the Washington D.C./Baltimore metro area. If you have any questions, please call our billing department at (410) 263-6363, prompt #7.

Insurance-related rules:

- Your insurance plan requires that you present your current insurance card at the time of service.
- Although we will assist you, it is ultimately your responsibility to be aware of the extent of your coverage, limitations and exclusions before the time of service. This includes well child care and immunizations. If services received are not covered by your plan, it is ultimately your financial responsibility to provide payment for these services.
- If you have a co-pay or deductible, your plan's contract with both our practice and you as the patient requires us to collect this at the time of service.
- Most managed care plans limit our ability to perform lab tests on site. If your child needs a lab test, we will give you the necessary documents and instructions to have this test done at an outside lab. The results will be sent to us and we will notify you.
- With the exception of a medical emergency, referrals will be prepared within three business days of a request. Referrals have expiration dates, so be sure that your appointment with the specialist is within your referral's expiration period.
- Referrals may be picked up in our office or mailed. We are not permitted to issue retroactive referrals. Please call our billing department if you have any questions.



PRESCRIPTIONS AND REFILLS

Refills for all medications require three business days (M-F). Your child may be required to see the doctor or nurse practitioner before a refill is issued. For your convenience, all medications can now be sent electronically to the pharmacy of your choice. Refills can be ordered anytime by calling (410) 263-6363, option 5 or filling out the Prescription Refill Form on our website at: <https://annapolispediatrics.com/forms/prescriptions/>.

FORMS AND MEDICAL RECORDS

There is a form fee for completion of school and camp forms. Please allow seven to ten business days from the time of request to complete all forms. Forms needed within 48 hours may be ordered for a stat fee. There is a medical record copy fee per child per chart. Please allow 14 business days for the completion of medical records. Fees must be paid prior to release.

EMAIL ACCESS

Non-medical questions can be sent regarding the following topics:

- Prescriptions: rx@annapeds.com
- Referrals: referrals@annapeds.com
- Future Appointments: appointments@annapeds.com
- Medical Records & Immunization Records: medicalrecords@annapeds.com
- Fax: fax@annapeds.com

FINANCIAL RESPONSIBILITY

We will file our charges with your insurance carrier if we contract with the plan. In order to file, we need a current copy of the child's insurance card at every visit. If you do not have evidence of current insurance with one of our doctors as primary care provider, or if your child is not covered under any insurance, you will be required to pay in full for services at the time of your visit.

NATIONAL COMMITTEE FOR QUALITY ASSURANCE (NCQA) PATIENT-CENTERED MEDICAL HOME

Annapolis Pediatrics has received NCQA Patient-Centered Medical Home (PCMH) Recognition for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term, participative relationships.

The NCQA Patient-Centered Medical Home is a model of primary care that combines teamwork and information technology to improve care, improve patients' experience of care and reduce costs. Medical homes foster ongoing partnerships between patients and their personal clinicians, instead of approaching care as the sum of episodic office visits. Each patient's care is overseen by clinician-led care teams that coordinate treatment across the health care system. Research shows that medical homes can lead to higher quality and lower costs, and can improve patient and provider reported experiences of care.

QUESTIONS

If you have any questions about the office, please do not hesitate to call us or visit our website, www.annapolispediatrics.com. The Practice Administrator can be reached at (410) 263-6363, ext. 188.

We look forward to serving you. Thank you for choosing Annapolis Pediatrics

Sincerely,

The Providers and Staff of Annapolis Pediatrics