



**Bay Crossing Family Medicine
Patient Policies
Effective January 1, 2024**

Bay Crossing Family Medicine was opened in 2005 by Dr. Ramona Seidel to create a comfortable space to facilitate partnership between patient and clinician built on mutual trust and respect. Our clinicians include patients in the medical decision making process and provide a proactive patient centered medical home. BCFM strives to provide comprehensive medical care to local residents of all ages and sizes using a personalized approach. We value communication, compassion and the spirit of hope.

DO I NEED AN OFFICE VISIT?

Patients taking medications regularly for chronic conditions should be seen at least twice yearly, or more often for complex conditions. When your medication runs out, you are likely due for an appointment.

WHAT IS AN ANNUAL PREVENTIVE WELLNESS EXAM? AM I DUE?

During an Annual Preventive Wellness Exam, our clinicians assess your health with an emphasis on preventive care; such as diet and exercise, immunizations and screening for health conditions like cardiovascular disease and cancer. These appointments are not designed to address multiple symptoms or existing diseases. BCFM recommends Preventive Wellness Exams: annually for all patients over the age of 3, newborns within 48 hours of hospital discharge, infants at age 2, 4, 6, 9, 12, 15, 18, 24, 30 and 36 months. Please plan to arrive at least 15 minutes prior to your appointment time to complete necessary paperwork.

OFFICE POLICIES

Prescription Refills: Prescriptions are usually provided with enough refills to last until your next recommended office visit. If you run out of refills, you are likely due for an appointment. We may ask that you schedule a visit before we authorize a refill.

PLEASE CHECK WITH YOUR PHARMACY FOR REFILL REQUESTS FIRST

New Medications and Referrals: Our office will NOT prescribe antibiotics or new medications without an office visit. All referrals require an appointment.

Test Results: Our goal is to contact you via the patient portal within one week of receiving your results. Please contact us if you have not received your test results after two weeks.

Forms: A fee may be charged to complete forms.

Same Day Appointments: BCFM reserves appointment times for same day/acute/sick visits for existing patients only. Call early for the best selection of appointment times.

Virtual Office Visits: We can manage some chronic or acute conditions through secure on-line voice and video communication. Most insurance plans cover virtual office visits. Please note you must be in the state of Maryland to conduct a virtual visit.

Preparing for your visit: Please bring your photo ID, insurance card, co-pay, and list of current medications to all appointments.

Appointment Cancellation: All appointments must be canceled 24 hours prior to appointment time to avoid a broken appointment fee of \$50 minimum.

Holiday Closures: Our office is closed New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas. If the holiday falls on a weekend, the office will observe the holiday on a weekday.

For billing and portal assistance please call Privia Health at 888.774.8428

HOW TO CONTACT US

Reach us by phone:

Please call 410-518-9808 for both office locations.

Phone lines are open Monday - Friday 9:00am to 4:00pm. Our voicemail is secure; feel free to leave a detailed message. BCFM staff make every effort to answer all calls and messages promptly prioritized by clinical concern.

Reach us after hours:

Dial 911 if you are experiencing a life threatening medical emergency. If you are experiencing a non-life threatening medical emergency that cannot wait until the next business day, please call our office at 410.518.9808 and you will be directed to the clinician on call. You can also call the Privia After Hours Nurse Care Advice Line after business hours at 877.977.4842.

Reach us electronically:

The patient portal provides a way to securely communicate with your care team. Clinicians provide test results, referrals, lab orders, visit summaries and reminders via the patient portal. Patients are encouraged to use the portal to schedule appointments, request refills, or communicate regarding recent visits. Never use portal messages for emergencies or time sensitive communication. Replies may take up to 72 hours. Portal messages are not checked on weekends and holidays. Patient initiated messages regarding new medical concerns may incur a fee.

INSURANCE AND FINANCIAL POLICIES

We currently participate with the following insurance companies:

Aetna

Wellpoint

Blue Cross/Blue Shield

Cigna

Johns Hopkins Health EHP

Humana

Medicare

Tricare

United Healthcare

The patient is responsible for knowing the limits and coverage of their particular insurance plan.

Please contact your insurance provider with questions and concerns about benefits and coverage.

Co-pays are expected at time of service. Outstanding balances are due within 90 days. Patients are requested to keep a credit card on file and are ultimately responsible for all services provided.

Payment plans are available and can be arranged through our office. Outstanding balances of more than 90 days will be referred to an outside collections agency. If your account is delinquent, you may be dismissed from the practice.

RESEARCH and CLINICAL TRIALS

We participate in clinical research trials to help find new and better ways to diagnose and treat disease in collaboration with our research partners. You may be contacted if you are potentially eligible.

Participation is always optional and your access to medical care will not be impacted if you choose not to participate.

A copy of this policy document is provided to our patients at Bay Crossing Family Medicine.