

## **PRACTICE OVERVIEW**

At Primary Pediatrics, we believe that convenience and choice are essential to our philosophy. We currently operate three locations for your convenience. Most of our providers rotate to each location, so you may choose the office that is the most convenient for your family.

Laurel Office: 9811 Mallard Drive, Suite 102, Laurel, MD 20708. Phone: 301-776-8000

- Monday: 8:30 am - 5:00 pm
- Tuesday: 8:30 am - 5:00 pm
- Wednesday: 8:30 am - 5:00 pm
- Thursday: 8:30 am - 7:30 pm
- Friday: 8:30 am - 5:00 pm
- Saturday: 8:30 am - 12:00 pm
- Sunday 9:00 am - 12:00 pm
- Closed Daily 12:30 pm - 1:30 pm

Silver Spring Office: 12520 Prosperity Drive, Suite 150, Silver Spring, MD 20904.  
Phone: 301-989-0085

- Monday: 8:30 am - 5:00 pm
- Tuesday: 8:30 am - 7:30 pm
- Wednesday: 8:30 am - 5:00 pm
- Thursday: 8:30 am - 5:00 pm
- Friday: 8:30 am - 5:00 pm
- Closed Daily: 12:30 pm - 1:30 pm

Bowie Office: 17001 Science Drive, Suite 116, Bowie, MD 20715.  
Phone: 301-464-2300

- Monday: 8:30 am - 5:00 pm
- Tuesday: 8:30 am - 5:00 pm
- Wednesday: 8:30 am - 7:30 pm
- Thursday: 8:30 am - 5:00 pm
- Friday: 8:30 am - 5:00 pm
- Closed Daily: 12:30 pm - 1:30 pm

### **NEW PATIENTS:**

Please arrive 15 minutes prior to your scheduled appointment time with the items listed below and your new patient paperwork. The new patient forms can be found under Patient Resources tab on our website [www.primarypedsmd.com](http://www.primarypedsmd.com).

Remember to bring:

- Patient insurance card
- Valid photo ID
- List of current medications
- Office co-pay
- Any previous medical records and your \*IMMUNIZATION history

\*Immunizations are given based on the AAP and CDC guidelines. There is no alternative vaccine schedule that has been proven to give full immunity to prevent illness and or potential death for the unvaccinated child and those in contact with them. We firmly believe in the safety of vaccines and will be happy to provide information to help you understand the science behind vaccines.

**However, if you have not vaccinated your child and do not plan to do so, we unfortunately cannot accept your family as new patients. We view this as a public health concern, putting our patients, staff and general public at risk of serious, preventable life-threatening illness.**

## **APPOINTMENTS (walk-in, sick, well)**

We have walk-in hours for sick visits in all of our offices Monday through Friday at 8:00 am only. You must be signed in by 8:15 am. We do not have walk-in hours on weekends or holidays.

The walk-in times are for established patients only of Primary Pediatrics. New patients to the practice must call to schedule a first appointment during regular office hours.

These visits are intended to provide a convenient option for our established patients to assess short-term uncomplicated illnesses or problems. Walk-In times are not intended for complex/chronic problems or for Well-Child Visits.

In order for us to limit wait times on these mornings and to provide the proper care for more complex problems, please use the walk-in time for the following types of problems:

- Sore Throats
- Vomiting
- Wheezing/Asthma
- Rashes
- Diarrhea
- Recent Injury
- Coughs
- Pink Eye
- Earaches
- Fever

We ask that you telephone to schedule same-day or future appointments for other problems that are less urgent or may have been around for a while, such as:

- All newborn problems
- Behavioral problems
- Headaches
- School problems
- Feeding or eating problems
- Sleep problems
- Recurring stomach aches
- Recurrent injuries
- More than one problem or illness to be addressed
- Constipation

We advise you to call as early in the day as possible if your child is ill.

We encourage periodic routine health visits to review your child's physical, social and cognitive development. In accordance with the AAP Bright Futures Guidelines, we recommend checkups at the following intervals:

- Newborn approximately 2 days after hospital discharge or upon the physician's instruction
- 2 weeks; 2, 4, 6, 9, 12, 15, and 18 months
- 2 years, 30 months, 4 years, 5 years and yearly thereafter.

During a well child visit your provider will discuss age appropriate expectations for growth and development, perform an assessment and physical examination of your child, and allow you an opportunity to ask questions. At the end of your time with the provider we will perform any necessary labs and immunizations agreed upon by you and your provider during your discussion.

Please talk to us first before seeking specialty care as we can handle many issues ourselves and if needed, point you in the right direction including mental health services.

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**

Late for Appointments: If you arrive after your scheduled appointment time, we reserve the right to reschedule your appointment.

## **TELEPHONE AND COMMUNICATIONS**

For your convenience, our phone line opens at 8:00 AM from Monday through Saturday and at 8:30 AM on Sunday. 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.

When we are not open, 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 that is available nights, weekends, and holidays for emergencies.

Routine or non-urgent concerns should be reserved for the regular office hours. Please note that the on-call physician can't make appointments, you will need to contact the receptionist during our posted business hours or schedule online.

## 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 301-776-8000, prompt #5.

- 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.

## PRESCRIPTIONS AND REFILLS

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 the office, any location, option #3. Please note: **Refills for all medications may require three business days (Monday – Friday) to complete.**

## FORMS AND MEDICAL RECORDS

There is a fee for medical record processing and school/camp forms completion. Please allow three business days from the time of request to complete all forms. Please allow 14 business days for the completion of medical records. Fees must be paid prior to release. Please speak to a receptionist for more details.

## **EMAIL ACCESS**

Non-medical and non-urgent questions can be sent via email.

Laurel: [primarypedslaurel@aol.com](mailto:primarypedslaurel@aol.com)

Silver Spring: [primarypedss@aol.com](mailto:primarypedss@aol.com)

Bowie: [bowieprimaryped@gmail.com](mailto:bowieprimaryped@gmail.com)

## **FINANCIAL RESPONSIBILITY**

We will bill our fee for service 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 your child is not covered under any insurance plan, if you do not have evidence of current insurance and if required, one of our doctors as primary care provider (PCP), you will be required to pay in full for services at the time of your visit.

## **PAYMENTS**

We accept cash, check and major credit cards. All co-pays are due prior to the visit at check-in and are not billable. Deductibles must be paid the day of the visit. For balances over \$100, interest-free short-term payment plans are available at any time by contacting our billing office at 301-776-8000, prompt #5. Failure to keep your account current may lead to the inability to schedule appointments until a payment plan has been arranged.

We are committed to offering you excellent care, and we look forward to the opportunity to care for your children.

*Updated 6/3/2019*