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To Our Patients:

January 1, 2013

Since it is always helpful to have as much information as possible in order to keep the lines of communication open between the office and our patients, we have compiled a list of office policies that all patients should know, whether you are new to the practice or have been with us for years. If you have any questions regarding this policy, please do not hesitate to ask.

1. Our office is open Monday through Friday from 7:30 a.m. to 5:00 p.m. We close for lunch from 12:00 p.m. to 1:00 p.m. On Fridays, we close at 4:30 p.m. We have a physician on call 24 hours a day, 7 days a week. After hours, please call the main number, 301-622-6020 and listen to the prompts. If you need to page the doctor on call, dial 235 or wait for the answering service prompt. In the event there is a malfunction with our phone system, you can reach our answering service by calling 301-446-2628. If the office is closed or opening late due to inclement weather, the answering service will have this information. The office appointment line is 301-622-6027. Our website is: [www.associatesinfamilypracticemd.com](http://www.associatesinfamilypracticemd.com). As you may be aware, the medical community is evolving into a paperless environment and many offices have already made the change to electronic medical records (EMR). We implemented our new EMR in April of 2011.

2. Our physicians see patients daily for routine appointments, new health issues, complete physical exams, and injuries. If you are acutely ill or are experiencing severe pain from an illness or injury, we have appointments that are held each day in order to accommodate any urgent problems. If you are experiencing a life threatening issue, we advise you to go to the nearest emergency room or call 911. There may be times when you call our office for an acute issue and after an assessment by our clinical staff you will be advised to go to the emergency room or urgent care center. We are not equipped to do sutures, x-rays, or evaluate cardiac events. In such cases, we ask that you follow up with your physician after an urgent care or emergency room visit.

3. If you are in need of a prescription refill or a referral for a specialist visit, please call the main number at 301-622-6020 and press option #2. There are prompts to help you provide the necessary information in order for us to complete your request. Please allow 48 hours for your request to be completed, after which time your referral may be picked up in the office during regular business hours. If there are questions regarding your request, one of our staff will contact you. It is your responsibility to have a correct and an up to date referral when you visit your specialist's office. Please do not call from a specialist's office requesting a referral to be faxed in order for you to be seen. We will NOT be able to accommodate your request at that time. You will either need to sign a waiver (provided by the specialist) and bring your referral to them at another time or you may have to reschedule your appointment.

4. In order to remain an active member of our practice, we ask that you are seen at least once a year in order for our physicians to stay current with your health. If you are not seen within a three year period, you will be considered an inactive patient and your chart removed from our active roster.



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5. We do require 24 hours notice for cancellation of a routine or sick appointment and 48 hours for a physical exam. If you are called away for an emergency or if you've had a change of plans, we do allow you to use our general delivery voice mail box to cancel your appointment. There is a charge for missing your appointment or not cancelling within the required time period. The charge for a missed appointment is \$50. Due to the substantial amount of time set aside for a complete physical exam (CPE), there is a charge of \$150 - \$200 if you miss a CPE or do not cancel within 48 hours. We will call to confirm your CPE 48 hours in advance.

6. We have an in-house draw station as a courtesy for our patients. The majority of our laboratory work is sent to Lab Corp. If your insurance requires you to use Quest or another lab, please inform the phlebotomists when your blood or urine sample is given. Typically, if you are being treated for chronic medical conditions and are seen on a routine basis, the physicians request that you have your blood drawn for testing first, and then schedule an appointment a week later to follow up and go over your results. We do not draw blood requested by other doctors.

7. If you are scheduled for a complete physical exam we request that you verify your insurance benefits prior to your physical. Insurance reimbursements differ from company to company, and even policy to policy. In order to avoid a large out of pocket expense for non-covered charges or services subjected to a deductible, we urge you to contact member services at your insurance plan. Please see the CPE procedure policy.

8. Co-payments are expected at each visit to our office. If you are a self pay patient or if you are subjected to a deductible that has not been met, payment is expected at the time of service. If you have an insurance change please bring your new insurance card to your visit. If you have an insurance that requires a PCP's name on the card, you **MUST** have one of our doctor's names **OR** the practice name on your card. If you have another doctor listed as your PCP, or you do not have a valid insurance card, you **MUST** pay for your visit at the time of service. Remember, it is **YOUR** responsibility to know the policies and requirements of your insurance plan.

9. Remember, we are here to assist you with questions, comments, or problems. We hope to make your experience with our practice as comfortable and efficient as possible.

Thank you for choosing Associates in Family Practice.