

**MPP Specialists at MedStar St. Mary's Hospital**  
**23140 Moakley Street, Suite 2**  
**Leonardtown, MD 20650**  
**Phone: (301) 475-7750 Fax: (301) 475-7730**

## **PATIENT INFORMATION LETTER**

We would like to take this opportunity to welcome you as a new patient and thank you for choosing us. Our goal is to provide the best possible care to our patients. Please complete the enclosed Registration Form and Medical History Form. Our Notice of Privacy Practices is also included for you to keep in your records.

Our office hours are Monday through Friday 8:30 a.m. to 5:00 p.m.

To help acquaint you with our office procedures, we ask that you:

1. Please give 48 hours notice when requesting referrals or pre-authorizations.
2. Kindly give us 24 hours notice when requesting prescription refills.
3. Please call us at least 24 hours in advance of any visit that you are unable to keep. The office will help remind you of your appointments two business days prior to the scheduled appointment. A fee will be charged for missed appointments without 24-hour notice (\$30 for routine follow up appointments, \$50.00 for new patients/physical exams/procedures).
4. If you are more than 10 minutes late for your appointment, the provider will try to fit you in but you may be asked to reschedule.
5. Forms that are requested to be completed outside of a schedule appointment will incur a fee of \$10 to \$20 depending on the complexity of the form.
6. If you have a co-payment, your insurance company requires that you pay this at the time of your visit. We accept cash, check and credit/debit cards.

Please do not hesitate to call after hours if you have an emergent issue. The office phone system will provide you with the emergency telephone number to call.

Welcome, MedStar Physician Partners looks forward to serving you and your healthcare needs for many years to come.