



MedStar National Rehabilitation Network

Welcome

Thank you for choosing MedStar National Rehabilitation Network where each patient is unique and his/her treatment conforms to his/her personal values. The center's physicians are Washington Metropolitan area's premier experts, providing **FIRST CLASS** service.

Please read the following carefully and sign when complete.

Appointments: We kindly ask that patients arrive on time for their scheduled appointment. Patients arriving greater than 15 minutes after their scheduled appointment, will be asked to reschedule. If you must cancel same day or do not show for an appointment, you may be charged a fee. Excessive same day cancellations or no-shows may result in discharge from the practice. Cancellations must be received 24hrs of appointment time. Please notify team members of any changes in information, including insurance changes, at check-in.

Referrals: Some insurance companies require patients to have referrals, or pre-authorization, to see specialists. **It is the patient's responsibility to know if they need a referral and whether the specialist is in their insurance network.** Please be sure to have a hard copy of any referrals needed, when arriving to scheduled appointments.

Billing: The physician's outpatient center located at 102 Irving Street is a hospital-based outpatient clinic. **You will receive separate bills for physician & facility services.** In addition, **radiology services are billed separately.** Please consult your insurance company for questions referring to MedStar Hospitals and physician billing. The physician billing phone number for MedStar is 703.558.1400. Toll free number is 868.966.1400. Hours are 8am – 6pm. The hospital billing phone number is 410.933.2424. Toll free number is 800.280.9006.

Medical Records: A medical release is required and upon receipt, we will fax or mail any document to you. Please contact the Health Information Management (HIM) department at 202.877.1180. You may also request records thru the patient portal at www.MyMedStar.org.

Documentation: The MedStar National Rehabilitation Network charges a fee for the completion of paperwork. This includes, but is not limited to, Disability Forms, Handicapped Parking Applications (**Please Note: Our office does not provide permanent parking placards**) and FMLA Forms. The fee for completion ranges from \$15 - \$45, depending on the number of pages. **Payments can be made by cash or check ONLY. Once payment is received, you can expect a 10-14 business day turn-around time.** These forms will NOT be completed during an office visit or as a walk-in service. There is no charge for a Return to Work Note. However, if your employer requires a specific form be used, there will be a charge of \$15. There is no charge for Letters of Medical Necessity.

PLEASE NOTE: Please ask for prescription refills, new prescriptions, return to work notes, request for durable medical equipment, and/or any other request that must be authorized by the physician, BEFORE your physician leaves the room.

Signature

Date