



MedStar Medical Group

Dear Patient,

Welcome to MedStar Medical Group at Holly Lane. Thank you for choosing us to be your healthcare partner and entrusting us with your care. Our goal is to provide the highest quality, most compassionate care to our patients and their loved ones. To ensure your first visit is smooth and efficient, with the maximum time spent on you, please fill out the enclosed forms in advance of your visit and bring them with you. We've also enclosed a record release form for you to complete and mail to your previous primary care providers.

Your visit is scheduled for Day, Date at time a.m./p.m.

Please arrive 15 minutes early to register at our reception area. It is essential you bring any insurance cards and a valid photo ID. Accepted forms of photo IDs include a state-issued driver's license, state-issued identification card or a passport. Proper patient identification protects your security and privacy. If you do not bring these, please understand we may need to reschedule your appointment.

Prior to your appointment, please contact your insurance company to inform them of your new provider, [insert name] to ensure you receive the full financial benefit of your healthcare coverage. If you do not update your primary care provider with your insurance, it could result in you having to pay for your visit. If you receive a new card in the mail, please bring it with you to your appointment.

If for any reason you find that you are unable to keep your scheduled appointment, please call our office at least 24 hours in advance of the visit. We charge for appointments that are not kept.

If you have any questions, please call our office at 301-932-5299 and it will be our pleasure to assist you.

Sincerely,

MMG @ Holly Lane



MedStar Medical Group

MedStar Medical Group at Holly Lane *About Our Practice*

Before and After Hours

If you are experiencing a life-threatening emergency, call 911.

If you need urgent, but not emergency, assistance during non-business hours, please call the office. Our answering service is available before and after business hours. A provider is on call 24 hours a day for urgent matters. If you feel you need to be seen, please visit the closest MedStar PromptCare location.

Emergency Office Closing

There are times when weather conditions and other circumstances may not allow our staff to get to the office, or will require early closing. When questionable circumstances exist, please call the office before leaving for a scheduled appointment.

Phone Calls

You and your care are important to us. All calls of an urgent nature will be routed to the appropriate clinical staff member for response. Any non-urgent phone calls will be routed to the appropriate staff member and returned by the end of the business day.

Appointments

- All patients may select their own primary care providers, and every effort will be made to honor that selection.
- Please bring the following with you for your appointments:
 - Valid photo ID
 - Current insurance information
- We ask all patients to arrive 15-20 minutes prior to their appointments.
- If you have a co-pay, payment is required at the time of service in accordance with your insurance company guidelines.
 - We offer the following payment options: Visa, MasterCard, Discover, cash or checks. We also can work with you to provide information on the health insurance exchange, the MedStar charity care policy and our sliding fee structure.
- Please bring all prescribed and non-prescribed medications and supplements to your appointment.
- If you arrive more than 15 minutes late for your appointment, you may be asked to reschedule.
- Appointments may be made online by going to www.MedStarHealth.org.

Referrals

- When your physician recommends a specialist evaluation or a diagnostic test that requires a referral, we will make every effort to provide this for you at the time of check out. Some referrals require pre-authorization and cannot be provided immediately. Our staff will contact you once your insurance carrier approves the request.
- When requesting a referral, please provide all information pertaining to your appointment. We are not able to back-date referrals.
- Any regular referrals (not new) must be requested at the time of your visit.



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Prescription Refills

- There is a 48-hour turnaround time for prescription refills. Please provide the name of the medication, strength or milligrams, how it is taken, and the phone number of your pharmacy. This will help us quickly process your refill(s).
- If you need a medicine urgently, we will make every effort to respond to you that same business day; however, we recommend that you request a prescription refill when you have at least a three-day supply.
- Controlled substances will require physician authorization and pick-up by the patient or a designated person with proper identification. Refills will only be made during regular business hours and should be requested to the prescribing provider.
- A number of medications require pre-authorization by the insurance carrier prior to being supplied by your pharmacy. Please allow 72 hours to complete this request.
- Please remind your provider of any medication allergies or other medications you are taking from another provider.

Lab Results

If your doctor requests laboratory tests, you will be referred to a lab that participates with your health insurance plan. If on-site lab draws are not available, we will help you locate a participating lab site that is convenient for you. Lab and test results are available through the MedStar patient portal, myMedStar.org.

Electronic Medical Records

MedStar Medical Group is pleased to offer our patients electronic medical records. These allow our providers to have their patients' complete medical histories at their fingertips. Tests, diagnoses, conditions, prescriptions and physician notes are easily accessible to your provider. They are also easier to share with specialists and other medical providers who are caring for you. Through the myMedStar.org patient portal, you can request prescription renewals, appointments and physician referrals; view summaries of your visit(s), showing treatments and care/discharge plans; exchange messages securely with your MedStar physician; send your medical information securely to other healthcare providers; and review most test results.

Visit MedStarHealth.org for more information.



MedStar Medical Group

As a result of our efforts at continuous quality improvement, we are pleased to announce MedStar Medical Group at Holly Lane has achieved a Level 3 Medical Home accreditation with the National Committee for Quality Assurance, a prestigious distinction. As a result, the manner in which you obtain health care in our office is of the highest equality. As our patient, you benefit from our practice's engagement with this program. We are pleased to serve as your healthcare partner, and look forward to supporting your good health.

What is Medical Home?

Medical Home is an innovative, team-based approach to providing health care. It is a partnership between the patient, the primary care provider and the healthcare team who will work to coordinate the services you need for the best care.

What can I anticipate?

Your primary care provider does not change. However, your care will be organized and managed by our team, who works closely with you to ensure accessible, comprehensive and coordinated care.

Enhanced Healthcare Access

Urgent care issues during office hours: We make every effort to ensure same-day visit availability to address your urgent care needs. Simply call our office to schedule a same-day appointment with us. Please continue to call 911 for all emergencies.

After hours care: For urgent matters outside of normal business hours, you can call our after hours line and the on-call provider will return your call. If you would like to be seen, please visit the closest MedStar PromptCare location (found on www.MedStarHealth.org). Please call 911 for all emergencies.

Routine and follow-up care: All routine and follow-up care is provided in a timely manner and can be arranged by calling our office to schedule an appointment. Your medical needs are routinely monitored and, if an issue is found, the team will proactively call you to schedule a follow-up appointment that is convenient for you.

Coordination of care: To effectively manage your care, we would like for you or a caregiver to inform your Medical Home care team if you have been to an emergency room, admitted to a hospital or have been seen by any other doctor.

Improved Communication and Access to Information

You can communicate with a Medical Home team member anytime during normal working hours by calling the office or by sending a secure email through the patient portal (myMedStar.org). The portal also allows you to learn about a particular medical condition, find self-management tools, check office hours, request refills and referrals, pay your bill, and review your records. Please ask for more information on how to enroll.

We are focused on ensuring a smooth care experience, and we are confident you will be pleased with the patient-centered approach of Medical Home. If you have any questions about this care delivery system, please contact us through the patient portal or by calling our office. Thank you for entrusting your care to us.