



Office Policy

Thank you for choosing South River Pediatrics. Our practice was founded by Dr. Azam Baig in 1983 and we have since been committed to providing excellent medical care combined with compassion. We have five board certified physicians and two certified nurse practitioners operating in our three Maryland locations: Edgewater, Dunkirk, and Chester.

HOURS OF OPERATION & PHONE HOURS

Edgewater

Monday- Thursday	8:00am–6:00pm	Phones: 7:00am–6:00pm
Friday	8:00am–5:00pm	Phones: 7:00am–5:00pm
Saturday	8:00am–12:00pm	Phones: 8:00am–12:00pm

Dunkirk

Monday, Tuesday, Thursday, Friday	9:00am–5:00pm	Phones: 8:00am–5:00pm
Wednesday	9:00am–6:00pm	Phones: 8:00am–6:00pm

Chester

Monday–Friday	9:00am–5:00pm	Phones: 8:00am–5:00pm
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All of our offices close for lunch daily between the hours of 12pm and 1pm

AFTER-HOURS & EMERGENCIES

If an emergency should arise, please call 911. For non-urgent and routine questions call **Ask-A-Nurse**. This is a service we offer through Anne Arundel Medical Center and can be reached at **443.481.4000**. Please know that our providers are on call 24 hours a day 7 days a week for issues that cannot possibly wait. You may have the doctor on-call paged at **443.481.3076** between the hours of **7:00AM to 1:00AM**. Any calls to the providers outside of these hours will be charged \$10.

SATURDAY APPOINTMENTS

Please note that Saturday hours are same day sick only and are on a first come first serve basis. It is a good idea that if you are planning on scheduling a Saturday appointment, please be prepared to come to your appointment prior to scheduling. Being prepared for your appointment allows us to accommodate as many sick appointments as needed in a short period of time.

INCLEMENT WEATHER

Please note that in the event of the office closing during regular business hours for any reason (holidays, weather, emergency issues, etc.) there will be a recording on the phone in place of our regular office recording. If you reach this message it is safe to assume that we are not in the office. Please do not leave any urgent messages on the machine as they will not be checked until the next open business day.

[Additional information/updates in regards to our office can be found on our Facebook page](#)

QUESTIONS FOR THE DOCTOR

If you have a question about your child, you may leave a detailed message for your physician in regards to your child with our front desk staff.

APPOINTMENTS

Appointments are scheduled to accommodate the provider's schedule so that they may provide the best care for their patients. We recommend you schedule well visits, sports physicals, A.D.H.D. and A.D.D. reviews and consults between one to three months in advance as they do book rather quickly. Same day sick visits are given on a first come first serve basis.

WELL VISIT NOTICE

During your child's well visit for preventative care, you may be asked to complete certain screening questionnaires. We use these items to help us assess both development and health exposures during your child's growth. We feel strongly that these are necessary and important to your child's overall well-being, and we follow the guidelines for preventative health screening as set forth by the AAP and the Maryland State Board of Health.

We will submit to your insurance for these services. If your insurance does not cover these services, you will be responsible for the balance. Please feel free to discuss this with our billing department if there are any concerns or questions or your insurance carrier to inquire about coverage. Additionally, your provider can help you understand what these screenings are for and when they are most important for your child.

Don't schedule your child's physical exam on his or her birthday. Many insurance providers don't consider it a 5-year old physical until the day after the birth date. For annual physical exams, many insurance companies do not cover two physicals within a one year period. Please check with your insurance company to verify coverage for physicals if you have questions.

COMBINATION VISITS

With the changes in insurance there are certain expectations, but these are things we expect from you. Please have some respect and consideration for our time and profession:

- a. No co-pays are required for most preventative care services (or care provided to Medicaid-enrolled children.)
- b. Many times parents have extra concerns about their child's health or behavior that requires extra time and is not part of a routine preventative care visit.
- c. For the convenience of children and families, and when schedules permit, we try to address these added problems as part of your child's well visit/check-up office visit. In this situation, as per guidelines developed by AMA and American Academy of Pediatrics, we will bill for the added office visit time.

- d. Several insurance companies are now asking that we collect a co-pay from families when we address these extra problems in addition to the check-up visit.
- e. If more convenient, we can also schedule a separate appointment to address these additional health concerns.
- f. Our goal is to deliver the very best care to your child and family – comprehensive, convenient and fairly priced.

LATENESS, CANCELLATIONS & NO SHOWS

If you are more than 15 minutes late for your well visit or consult appointment, we reserve the right to reschedule the appointment. If you are more than 15 minutes late for a sick visit, you will forfeit the scheduled appointment time. Well visits, A.D.H.D./A.D.D. consults and reviews require no less than 24 hours' notice of cancellation. Same day sick visits require no less than 3 hours' notice. Patients who no-show for a double visit will be restricted from scheduling double appointments in the future. **With regards to no-shows/cancellations, we will charge you and not the insurance company in the event that you either miss your appointment or do not allow the amount of time required for cancelling the appointment.** The fees are as follows:

Well Visit \$40

Consult \$40

Sick/Follow-up visit \$25

PRESCRIPTIONS

South River Pediatrics processes prescription refills on weekdays only. When requesting refills, your chart has to be reviewed by your physician before a prescription can be filled. Our office requires up to **three** business days to process all prescriptions. If your child is on a medication that is refilled on a monthly basis, please plan accordingly when requesting prescriptions. Controlled substances cannot be called into the pharmacy.

FORMS

School, day care, sports physicals and other forms require 3-5 business days to complete unless presented at the time of a well-child visit. Forms dropped off, except during well child visits, require a \$10 processing fee. We may fax or mail forms back to you, but we do ask for a self-addressed stamped envelope for mailing.

REFERRALS

In the event that you/your child require a referral to see a specialist, you must first schedule the appointment before one may be written. Our office requires up to **five business days** to process a referral. For referrals, please call our office, follow the prompt for the referral line and leave all pertinent information for it to be processed. We are under legal obligation to all insurance companies to process referrals according to Maryland State Law.

MEDICAL RECORDS

In the event of the transferring of care to another practitioner, medical records for your child may be requested to be copied for transfer. A Records Release Form must be signed for chart information to be released as well as a fee collected prior to copying. (Please inquire about this fee as it fluctuates per Maryland State Law). Records can either be collected in person or faxed over to the new office to which your child will be or has transferred to, as long as the information is provided on the aforementioned form.

All records are property of South River Pediatrics. We are permitted by Maryland law to charge commercial insurance companies a processing/copying fee per patient as well as a postage fee. See www.odg.state.md.us for additional information on this particular law. If

anyone other than the physician requests medical records, there will be an additional \$22.88 fee. Our fee is .76 cents per page plus postage.

SINGLE, SEPARATED OR DIVORCED PARENTS

For single, separated, or divorced parent(s) who is/are authorized to bring the child in for treatment will be responsible for any co-payment/deductible or co-insurance balance. If there is a divorce decree requiring the other parent to pay such charges, the authorized parent will be responsible for collecting said charges from the other parent and presented at time of service.

Unless South River Pediatrics has a court order(s) that states the contrary, our office is legally obligated to disclose medical information to both parents/legal guardians. If at any time legal matters become too intrusive for our staff, we reserve the right to dismiss the patient from our practice.

PERSONAL BELONGINGS

It is understood and agreed that the practice shall not be responsible for any loss, theft, misplacement, or damage to any valuables and personal belongings while inside the premises of the practice or outside the premises in the parking lot or other areas around the professional building.

GROUND OF DISMISSAL

- Non-payment of patient responsible balances in a timely manner
- Multiple missed appointment
- Profane, abusive, or demeaning language to staff