

GBMC PEDIATRIC GROUP

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- **Hours:** Monday – Friday: 8am-5pm, with evening hours on Mondays, Tuesdays and Wednesdays until 7pm. Saturdays: 8am-11am for sick visits only. Please call us in advance for all office visits. We have many appointment slots available daily for same day sick visits. We are unable to accommodate walk-in appointments.
- **After-hours emergency telephone calls:** We have an after-hours nurse on call line for **emergency issues** when the office is closed. If you need to reach us, please call our office number, the nurse will help determine if your child needs immediate evaluation in the emergency department or if home care is sufficient until the office re-opens the next day. The nurse can contact the doctor on call if needed. The fee for phone calls made after-hours when we provide medical advice that does not result in a doctor visit within twenty-four hours is \$25.00. This charge is not covered by most insurance plans and is the responsibility of the patient. **Please do not use the after-hours emergency line for scheduling appointments or medication refills.**
- **Late arrival policy:** We encourage patients to **arrive 15 minutes before their scheduled appointment** time for check in, insurance verification, etc. If you arrive later than 15 minutes from your scheduled appointment, you will be asked to reschedule your appointment.
- **Cancellation policy:** If you cannot make your appointment, please call us **at least 4 hours before your appointment time.** We are happy to reschedule you. Patients who miss multiple appointments without calling ahead may be subject to dismissal from the practice. In addition, there may be a no-show fee of \$50 if there has been a pattern of missed appointments.
- **Immunizations:** Our practice follows the American Academy of Pediatrics recommended immunization schedule. We require all patients to comply with this policy to keep children healthy. Due to safety concerns, we are not able to accommodate any alternate vaccine schedules.
- **Newborns:** We welcome new patients. We ask that all prospective parents schedule a prenatal visit with us prior to your child's birth. This provides a wonderful opportunity to meet your child's provider prior to his/her birth and to have your questions answered.
- **Patient Transfers:** Out of respect for our pediatric colleagues within the community, we do not accept local transfers. If there is an insurance change or a family move that necessitates a physician transfer, we will consider such cases on an individual basis. In order to provide the best up to date care for your child, we require your child's medical records to be sent to us prior to his/ her first appointment.
- **Controlled Substance Prescriptions (ADHD Meds):** Please be advised that it will take **two to four business days** for controlled substance prescriptions to be filled. Please call the office a week in advance of needing a refill. We also require **medication monitoring visit appointments every three to six months** for these meds.
- **School and Camp Forms:** We encourage parents to submit forms as early as possible. Please remember to **complete the parent section of the forms** first to ensure the most current information about your child is known to us. This is important for your child's safety. Forms will not be completed unless the parent section has been completed first. **The turnaround time for forms is ten business days.** The form fee **per form per child is \$20.00.** There is an **additional charge of \$25.00 for forms needed within 48 hours.**
- **Referrals:** Referral requests **require 48 hours advance notice.** When requesting the referral, please provide the following information: name of patient, phone number, date of birth, primary care physician

name, specialist name, phone number, fax number, date of appointment, why you are going to specialist and insurance information.

- **Co-payments:** Co-pays are due at the time of visit. Please note that **your insurance card needs to be checked at each visit.** We regret this seeming waste of time, but we experience too many inaccurate insurance cards. If you do not have your card with you and your insurance has changed, you will receive a bill for that visit.
- **Patient Portal:** Please sign up for the patient portal, **MyChart.** This will enable you to access video visits and communicate with your provider via email instead of calling for **non-urgent** questions. You will also be able to check on your child's immunization status and labs. Please note that MyChart messages may take **up to 72 hours for a response.**
- **Post Card Reminders:** Please complete the post cards available at the front desk to remind you of annual physicals. We will send the post cards out three months prior to the due date of your child's annual physical so you may make an appointment. **Please also remember to call in April or May at the latest for annual physicals in summer.** Summer appointment slots fill up quickly.
- **Patient Surveys:** Please complete patient surveys that you receive by mail or electronically after your visits. We use your feedback to improve the services that we provide your children. We appreciate your time and effort in this quality improvement endeavor.
- **Website:** We have one! URL: www.gbmc.org/pediatrics

As always, we thank you for allowing us to care for your children. It is an honor and a privilege for us to be your medical home. We look forward to seeing you in our office and hearing from you via MyChart.