

Patient Information Guidelines

Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Family Healthcare of Hagerstown's Notice of Privacy Practices is available by request.

Canceling Appointments

If you must cancel an appointment, we require you to call by 12:00 pm the day before your appointment. Any appointment cancelled after that time will be considered a no show.

No Shows

If you have 3 No Shows within a 6 month period, you will no longer be able to schedule an appointment in advance. You will be required to utilize same day scheduling for all visits.

Medication Requests

We require 3 business days to process all medication requests.

If you need a refill on your medicine please call the Prescription Line at 301-745-3777 and leave your name, date of birth, medication name, dosage, your phone number and what pharmacy you would like the request to be sent to.

Narcotic prescriptions must be picked up at our office by the patient. If for some reason the patient is unable to come into the office, the person picking up the prescription must have a written note by the patient giving permission to pick up the prescription. That person must also produce photo identification. If they arrive without a written note or photo identification, we cannot release the prescription.

Ordered Tests & Results

Please complete your tests within 7 -10 days after your appointment, unless your provider gives you a different date. Test results will be called to your home within 14 business days.

Referrals

If you have an appointment with a specialist, you must call our office at least 3 business days before your appointment in order to request the referral. Referrals with less time will not be honored. If you have an appointment with a specialist and cannot make the appointment, you must call their office and cancel. Many specialists will not see patients after they miss just one appointment without calling them in advance.

Forms

Forms usually take 7-10 business days to be reviewed/completed by a provider. The provider will review the form and if he/she determines an appointment is needed before the form can be completed, you will be called to schedule an appointment.

Smoking and Alcohol

I understand Family Healthcare of Hagerstown, to include the parking lot and entrance, is a Smoke Free facility, to include e-cigarettes. No alcohol will be permitted on the premises. Any person who appears intoxicated will not be seen by a provider and will be asked to leave the premises. I agree to abide by this policy.

Weapons and Violence

It is the policy of Family Healthcare of Hagerstown to provide a safe environment, free from the threat of violence. No weapons of any type will be permitted on the premises. Anyone possessing a weapon will be asked to leave and will be discharged from the practice. Family Healthcare of Hagerstown will not tolerate threats, harassment, aggressive or violent behavior, or other types of inappropriate behavior towards its staff, patients, or visitors. I agree to abide by this policy.

How to Contact Provider During and After Office Hours

Family Healthcare of Hagerstown providers can be reached 24 hours day/7 days a week by calling 301-745-3777.

Patient Centered Medical Home

The Medical Home is an innovative, team-based approach to providing health care services within your current medical office. The patient, his or her primary care provider, and a team of office staff, will coordinate to provide the best health care services to you. In order for us to coordinate your care, please let our staff know if you see any other health care provider outside of Family Healthcare of Hagerstown. Also, please remind any health care provider that you may see, to forward reports to us regarding your care and treatment.



Patient Rights and Responsibilities

Patient Rights:

1. You have the right to be given patient centered quality care at Family Healthcare of Hagerstown.
2. You have the right to treatment sensitive to your personal values, cultural, and ethnic background.
3. You have the right to be given an explanation of your diagnosis and treatment plan.
4. You have the right to be given information needed to make informed decisions, and to refuse treatment.
5. You have the right to confidentiality.
6. You have the right to review any health records created and maintained by Family Healthcare of Hagerstown.
7. You have the right to know the names and position of people involved in your care.
8. You have the right to be given an explanation of any charges.
9. You have the right to file a complaint.
10. You have the right to choose your provider.

Patient Responsibilities:

1. You have the responsibility to know and follow the rules of Family Healthcare of Hagerstown as indicated by your signature.
2. You have the responsibility to be considerate and respectful of other patients, visitors, and staff.
3. You have the responsibility to participate in your care and treatment.
4. You have the responsibility to ask questions if you do not understand your diagnosis or treatment plan.
5. You have the responsibility to give correct and updated information regarding the following: health, financial status, insurance, name, and contact information.
6. You have the responsibility to pay any charges billed to you.
7. You have the responsibility to give your provider a 72 hour notice for prescription refills.
8. You have the responsibility to arrive on time for appointments.
9. You are responsible to follow the Patient Information Guidelines to cancel or reschedule an appointment.
10. You have the responsibility to use medications as prescribed.