

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 at least 4 hours before your scheduled appointment time. Any appointment cancelled after that time will be considered a no show.

Bring to Appointment

Please bring your insurance cards, pharmacy cards and picture ID to every appointment.

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. Therapy patients will not be able to schedule appointments until they get a new referral from their PCP.

Medication Requests

We require 3 business days to process all medication requests.

If you need a refill on your medication, please call 301-745-3777 during business hours and speak to a staff person. In order to ensure we have the correct prescription, please have your medication bottle with you when you call.

Ordered Tests & Results

Please complete any ordered tests within 7 -10 days after your appointment, unless your provider instructs you differently. 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. Appointments are usually required to complete forms.

Smoking and Alcohol

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.

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.

How to Contact Provider During and After Office Hours

Family Healthcare of Hagerstown providers can be reached Monday through Friday, during regular business hours. After hours, call 301-745-3777 and you will be connected to our Call Center representatives.

Patient Centered Medical Home

The Patient Centered Medical Home is an innovative, team-based approach to providing health care services within your current medical office. You, your 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.

Walnut Street Community Health Center, Inc. does business as Family Healthcare of Hagerstown (FHH). This health center receives funding through Health and Human Services (HHS) and is a grantee under 42 U.S.C. 254b. FHH has Federal Public Health Services (PHS) deemed status related to certain health or health-related claims under 42 U.S.C. 233(g)-(n). This includes medical malpractice claims for itself and its covered individuals. FHH is a nonprofit organization under section 501(c)3 of the IRS Code. This institution is an equal opportunity provider and employer.