



MedStar Medical Group

MedStar Medical Group at Bel Air *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 Health Urgent Care location.

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

- If you have the option to select your own primary care provider, 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.
- Please bring all prescribed and non-prescribed medications and supplements to your appointment.
- If you arrive more than 20 minutes late for your appointment, you may be asked to reschedule.
- Appointments may be requested online by going to 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.

Prescription Refills

- There is a turnaround time of two (2) business days 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 (3)-day supply.



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- Refills on controlled substances will only be made during regular business hours and should be requested to the original prescribing provider.
- Please allow 72 hours to complete pre-authorization requests.
- Please remind your provider of any medication allergies or other medications you are taking from another provider.

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.

Requesting Forms Completed by Providers

- Please allow 7 to 10 business days for forms that need to be completed by our providers.
- The fee for form completion is \$10 for a single page and \$20 for two or more pages.

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.

Patient Portal

Through myMedStar.org, our free, secure patient portal, you can stay informed and keep track of your health information. Our patient portal allows you to 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 Health physician; send your medical information securely to other healthcare providers; and review most test results.

Enrolling in myMedStar.org is easy:

Step 1: Visit myMedStar.org/Enroll

Step 2: Click "Enroll Now"

Step 3: You will need the following:

- First and last name
- Date of birth
- MedStar Health Patient ID

Your MedStar Health patient ID can be found on the first page of your visit or discharge summary. If you don't have your MedStar Health patient ID, ask a MedStar Health associate or complete the secure request form at myMedStar.org/Enroll. Visit MedStarHealth.org for more information.



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Patient-Centered Medical Home

MedStar Medical Group at Bel Air has achieved Patient-Centered Medical Home (PCMH) recognition. As our patient, you benefit from our practice's engagement with this program, which is a reflection of the highest quality patient care available. 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 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 afterhours line and the on-call provider will return your call. If you would like to be seen, please visit the closest MedStar Urgent Care 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.

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.