



# Spring Pediatrics

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## **Welcome to Spring Pediatrics!**

Our office is devoted to providing compassionate, comprehensive, and personalized primary care to infants, children, and adolescents. We look forward to a lasting relationship with your family. Discover the difference at Spring Pediatrics!

### **Office Hours and Appointments**

Monday through Friday: 8:00 am to 5:00 pm  
Saturday: 8:00 am to 12:00 pm

Office hours are by appointment only. Well childcare, immunizations, and routine care are scheduled in advance. Office visits for sick patients are scheduled on the same day of your call. If your child is sick, please call as early as possible so that we can accommodate you. Also, please be sure to make an appointment for each of your children, as we may not be able to see another one of your children if our schedule is full. We try to maintain as precise a schedule as possible for all of our appointments. Please arrive 15 minutes prior to your appointment time. If you arrive late, we reserve the right to reschedule your appointment.

### **Missed Appointments**

We know your time is valuable, and ours is too. Out of respect for our staff and our other clients, we ask that you give us at least 24 hours' notice if you need to cancel or reschedule an appointment. If you do not show up for your appointment, or cancel or reschedule within 24 hours of your appointment time, we will consider that a Missed Appointment and you may incur a missed appointment fee. Missed appointment fees are the patient's sole responsibility and must be paid in full before your next appointment. If the fee might prevent you from receiving necessary care, please contact us.

### **What To Bring To Your Appointment**

You must bring a valid insurance card and your co-payment (if applicable) to each appointment. If you have new insurance and have not yet received your insurance card, have your insurance call us to verify your coverage prior to your appointment. Also, please be sure to notify the staff of any changes in address or telephone numbers at the beginning of each visit.

### **Emergency Care**

We recognize that emergency situations do arise, and we will respond to you as quickly as possible. If it is a life threatening emergency, call 911. If an emergency arises when the office is closed, call (301) 585-9603 to speak with the physician on call. Please call at any hour if your child is truly ill, but save routine calls for regular office hours.

## **Vaccine Policy**

In this office we vaccinate all patients according to the recommended guidelines and schedule of the American Academy of Pediatrics, the Centers for Disease Control and Prevention and the Maryland State Department of Health. While we acknowledge it is a parent's right to choose not to vaccinate, this choice not only puts your child at risk of serious illness or even death, but also puts our greater patient population at risk. Therefore, we have decided to establish a strict policy of not accepting anyone into our practice who declines to vaccinate their children as per the above recommendations. If you have a change in opinion in regards to vaccines after already having established care in our office, the physicians and staff will do their best to explain the benefits of being vaccinated and address any concerns you may have. If you still decide to discontinue vaccinating your child, you may be asked to find a new primary care provider for your children.

## **Prescriptions**

If your child needs a prescribed medication, the physician will send an electronic script to your pharmacy at the time of your appointment. Please provide the address and phone number of your preferred pharmacy on the day of your visit. If you need a prescription refill, call the office to make a request. We will not prescribe medications, especially antibiotics, without seeing the patient first.

## **Well Checks**

We prioritize well-child visits to monitor growth, development, and overall health. Following American Academy of Pediatrics guidelines, these visits include vaccinations, screenings, and discussions about nutrition and safety. Regular attendance ensures your child receives vital preventive care for a healthy childhood. We encourage families to schedule well-child visits for camp, school, or sports physicals before the beginning of summer. August and 1st week of September is the back-to-school rush season. We may not be able to accommodate you on short notice during this time of year.

## **School/Daycare Forms**

Our staff will fill out one complimentary health form per child per school year at the time of your well check appointment. Complete any sections designated for the parent/guardian before dropping off any form. Forms will be filled out within one full business day. We encourage parents to make copies of these forms and keep them accessible just in case your child changes schools during the year. We will complete additional forms, but there will be a charge of \$30 for this service.

## **Insurance**

We accept most major insurance plans and Medicaid. Please call our office if you have any questions about insurance or billing. Medical insurance is intended to cover some, but not all, of your medical care cost. Please be aware of your plan's benefits. If you belong to a plan with a deductible, coinsurance, or a specific co-pay amount per visit, we do expect payment at the time of service.

## **Transferring Records**

To transfer records from another office to our office, you can access the request form from our website or pick one up from the office. Present it to your previous physician. If you need to transfer your child's records from our office to another office, we will provide you with a copy of your child's immunization records free of charge; however, a fee will be charged for copying medical records.

## **Thank You**

Thank you for considering Spring Pediatrics for your child's healthcare needs. We anticipate establishing a rewarding relationship and look forward to the opportunity to serve your family and contribute to the health and happiness of your child.