

Welcome To Our Practice

The Division of Maternal Fetal Medicine is pleased to participate in your medical care. Our goal is to provide you with the best medical care possible. The following information is provided to you in hopes of contributing to the best patient experience possible!

APPOINTMENTS SCHEDULING/CANCELLATIONS

- ◆ All appointments are scheduled through the front desk at 410-601-6370. If subsequent care is necessary, we suggest you schedule your follow-up as soon as possible in order to have the best appointment selection with your provider.
- ◆ We recognize situations arise that may result in a patient needing to reschedule their appointment. If you must cancel your appointment, kindly give us at least 24 hour notice.

NECESSARY INFORMATION FOR YOUR VISIT

Our staff will do their best to see you as close to our scheduled appointment as possible. If you received paperwork prior to your visit, please remember to bring it with you and also plan to arrive 15 minutes prior to your scheduled appointment. This will assist you with completing any additional necessary paperwork associated with your visit. When coming for your appointment, please bring the following information with you:

- ◆ Current primary and secondary (if applicable) insurance information.
- ◆ Name, address and telephone number of referring physician.
- ◆ Referral and/or Request for Services form from your referring physician(required at the time of service if referral and or request for services form relates to purpose of visit with The Division of Maternal Fetal Medicine)
- ◆ List of current medication, including dosage, you take (included prescribed, herbal and/or over the counter medications)
- ◆ Key reports from your referring physician related to your visit(copy of prenatal records, prenatal labs and copy of previous ultrasound report(if referred for second opinion of known anomalies)
- ◆ Co-pay associated with your visit will be collected at the time of service. Please be prepared to make your co-payment upon check-in. Kindly note our practice accepts cash, check, credit/debit(MC/Visa)
- ◆ Patients arriving more that 15 minutes after their scheduled appointment may be requested to reschedule.

Please note: There is a nominal fee for parking

LAB/TEST RESULTS

- ◆ The turnaround time associated with other cultures/specimen results can vary depending upon the type of test requested. Both normal and abnormal results/follow-up treatment recommendations will be discussed with you by one of our providers. (This information will also be provided to your referring physician office.)
- ◆ If you have not heard from a member of our staff in reference to your culture/specimen results within two weeks of your scheduled appointment, please give your provider a follow-up telephone call at 410-601-6370.

MESSAGES/PHONE CALLS

Your provider will do their best to return your call within the same business day. Depending upon the time you leave a message, and the nature of your call, the return call to you will be placed before the end of the next business day. To assist with a quicker evaluation and response to your call, please include specific information related to why you need to speak with your provider and the best daytime and evening phone numbers to reach you.

Menu for phone auto-attendant:

Press 2 – Schedule or cancel an appointment

Press 3 – Nursing staff, antepartum testing or prescription refills

Press 4 – Genetic Counseling or Genetic testing

Press 5 – Billing or insurance information

Press 6 – Mailing address, fax number, office hours

Press 9 - Repeat menu

AFTER HOURS

The Division of Maternal Fetal Medicine provides 24-hour physician coverage. If you find yourself experiencing an urgent medical problem that you believe cannot wait until normal business hours, you may call 410-601-6370, pressing "0", or call 410-879-2982 and our answering service operator will have the on-call provider return your call.

PRESCRIPTION REFILLS

We strongly encourage you not to wait until you are out of medication to request a prescription refill, as pharmacies tend to be very busy. Please note that our practice prefers a two day window to respond to your pharmacy refill request. Some prescriptions may require for you to be seen by our office prior to authorizing the refill. When contacting our office for a refill, please have your pharmacy information available.

Sincerely,

Pedro Arrabal, M.D.

Stephen Contag, M.D.

Geralyn O'Reilly, M.D.

David Schwartz, M.D.