

Luminis Health Maternal and Fetal Medicine

Information and Guidelines

We at Luminis Health Maternal and Fetal Medicine, look forward to working closely with you, your family, and your healthcare professionals to develop a care plan for your pregnancy. Our team is comprised of experts in complicated maternal and fetal medical conditions, genetic risks, fetal diagnosis, and multiple gestations.

As a new patient, please take a moment and thoroughly review our practice information and guidelines on both sides of this document. It will give you a better idea of how our practice works and any factors that may impact your visit with us.

WHAT TO EXPECT AT YOUR VISIT:

- Your appointment could take anywhere between 1-3 hours depending on the nature of your visit. You may see multiple providers in order to provide complete care for your specific diagnosis.
- Please note that due to the complex nature of our specialty, our physicians may need to spend extended time with you or another patient. We will make every effort to inform you about any delays, however, we ask for your patience.

VISITOR RESTRICTIONS

- One visitor or support person over the age of 12 will be allowed to accompany patients at their visits.
- No children under the age of 12 will be allowed at patient visits, as patient outcomes are unpredictable at a high - risk practice. If a child under the age of 12 is brought to an appointment you will be asked to reschedule your appointment for the next available appointment.

CONTACTING OUR OFFICE:

- You can access your medical records or contact our office from any electronic device through MyChart. Ask our office staff to assist you with signing up!
- If you are unable to reach us directly, please know our goal is to provide a response to any electronic messages or voicemails within 24 hours.

CANCELLATIONS, LATE ARRIVALS, AND INCLEMENT WEATHER:

- Please call our office if you believe you will arrive late to your appointment. Although we will try our best to fit you in another time slot, you may be asked to reschedule your appointment.
- In the event of inclement weather, please call the office if you are unable to make your appointment. Our office will contact you if we need to delay or cancel your appointment due to office closure.

- If you are unable to keep your appointment, we request you call the office to cancel at least 24 hours in advance. Failure to notify our office of a cancellation will be considered a "no show". There may be a \$25.00 fee for no show appointments. If you "no show" for 3 consecutive appointments your provider will be contacted, and you may be discharged from the practice.

PAYMENTS:

- All copays and patient self-payments are due at the time of service. In the event that a credit is due to you, the credit will remain on your account until you are no longer under our care or you deliver.
- All patient charges are the patient's responsibility. Therefore, it is recommended that you call your insurance company directly if you are unsure whether this appointment will be covered.
- All patients should bring their insurance identification cards (if applicable), referrals/authorization numbers (if applicable), and any other pertinent information at the time of their appointment.
- If a referral or a pre-authorization number is required for this visit, it must be obtained by the patient prior to their appointment. Please contact your insurance carrier in advance to obtain this information.

LAB/GENETIC TESTING:

- Any tests ordered by our physicians, even if performed in our office, are processed by outside laboratory facilities. These facilities are independent of Luminis Health Maternal and Fetal Medicine. By agreeing to these tests, you are consenting to the payment of any laboratory fees which will be billed to you directly.
- You are responsible for any deductibles, coinsurance or co-payments not covered by your insurance policy.

ELECTRONIC DEVICES:

- Cell phones may be used in the patient lounge ONLY. To minimize disruption of sensitive patient counseling, we kindly ask that you do not engage in cell phone conversations throughout the office.
- We do not permit audio or video recording anywhere in our facility, at any time.

OFFICE LOCATIONS

Annapolis: 185 Harry S. Truman Parkway, Suite 120, Annapolis, MD 21401

Easton: 28438 Marlboro Avenue, Easton, MD 21601

MAIN PHONE NUMBER: 410-224-4442

MAIN FAX NUMBER: 410-224-8898