

FAMILY MEDICINE AT SPRING VALLEY

NEW PATIENT INFORMATION PACKET

MedStar Georgetown family physicians are trained in a broad range of areas, including adult medicine, pediatrics, geriatrics, orthopedics, gynecology, obstetrics, minor office surgery, behavioral health, and counseling. We provide exceptional medical services—all within a compassionate and caring environment.

Whether you are a parent seeking care for your child, an older adult needing specific treatment for your advanced years, or a child or adult with intellectual and developmental disabilities, our providers can help. We take care of our patients in the hospital, the doctor's office, the home, and the nursing home—available for whatever your care may need.

OUR WEBSITE

<https://www.medstargeorgetown.org/FamilyMedicine>

CHECK LIST TO COMPLETE PRIOR TO YOUR VISIT

- **Items to bring to your first visit:**
 - Current valid photo ID.
 - Medical insurance card(s).
 - All currently prescribed medications, pill bottles, over-the-counter medication, vitamins, supplements, herbal medicines, topical, liquids, injectables, and inhalers.
 - Medical records from previous primary care physicians or specialists, if not within the MedStar Health system.
 - Immunization records (particularly important for children).

- **Forms to complete at (or before) the first visit:**
 - New Patient History Form
 - Medical Records Form
 - Consent for Treatment Form
 - Pre-visit Check-in Form
 - Review “[Promoting Trust by Protecting Privacy](#)” & “[Patient Rights and Responsibilities](#)”

- **Items to bring to every visit:**
 - Health Insurance card
 - Current valid photo ID
 - Current medications and pill bottles to review at your annual preventative visit/physical
 - Annual Care Intake and History Form (completed at annual preventative visit/physical)



DIRECTIONS TO OUR OFFICE

We are located on Massachusetts Avenue, NW in the Spring Valley Neighborhood, less than one-quarter mile from the Maryland/Washington DC line. The office is located on the corner of Massachusetts Avenue and Yuma Street. We are located down the Street from the Crate & Barrel, Starbucks and across the street from CVS. **Suite 115 is located on the 1st floor of a 3-story, red brick building.**

**4910 Massachusetts Ave NW, Suite 115
Washington, DC 20016
Phone: (202) 237-0015
Fax: (202) 237-0076**

Parking:

Parking is available in a parking lot at the rear of the building (posted fees apply; cash and credit cards are accepted). Metered parking is also commonly available in the surrounding area. Two hour residential parking in the community is also available.

Metro:

The closest Metro stop is Friendship Heights and Tenleytown on the Red Line, which is about 1 mile from the site. Take the N4 (weekdays) or the N6 bus (weekends) from the Friendship Heights Metro Station.

SCHEDULING APPOINTMENTS

Practice Phones:

Spring Valley Clinic's Main Line: 202-237-0015
Patient Appointments at Central Scheduling: 202-295-0563/ 1-855-546-0619

ZocDoc:

Appointments can be made online through ZocDoc at: <https://www.zocdoc.com/>

Patient Portal:

If you're signed up to the Medstar patient portal, appointment requests may be made through our patient portal system. Please visit the website at: <https://mymedstar.org> or call: 1-877-745-5656 for more details.

Website: <https://www.medstargeorgetown.org/FamilyMedicine>

Clinic Hours of Operation:

Monday, 8am – 7pm*
Tuesday, 8am – 7pm*
Wednesday, 8am – 5pm
Thursday, 8am – 7pm*
Friday, 8am – 5pm

**Late evening shifts may vary per week.*

Lab Hours of Operation:

Monday through Friday
8am-12pm; 1pm-4:00pm

Services Offered:

We are a full-service Family Practice, providing comprehensive medical care regardless of age, sex, or the nature of the illness.

- Preventive Health: well-child care, adult physicals, geriatric assessments, well-woman exams, contraceptive management, school physicals, weight-loss guidance, Medicare Wellness Exams
- Chronic Disease Management: high blood pressure, acne, diabetes, hypothyroidism, depression/anxiety, allergies, asthma, complex disabilities
- In-Office procedures.: skin tag removals, mole biopsy, laceration repair, joint injection, and more
- Osteopathic manipulation: dependent on physician availability
- Acute Care/Same Day/Urgent Appointments (based on availability)

Should patients require specialist care as a follow-up to their visit to MedStar Health Center, one of the qualified family physicians will be able to refer to world-renowned specialty care at MedStar Georgetown University Hospital, MedStar Washington Hospital Center, MedStar National Rehabilitation Hospital, or another respected facility.

PATIENT APPOINTMENT TYPES AT SPRING VALLEY FAMILY MEDICINE

New patient visit: Initial visit to establish care with your family physician. This visit is to evaluate and assess your health concerns. **This visit will be billed as an office visit. Most insurances charge a co-pay for this visit. A physical will not be performed during this visit for adult patients 18 years of age or older.**

- This is for patients who want to establish care with the practice and who may have an urgent/acute need to be addressed.
- A new patient is one who has not received professional services from a physician at MedStar Health Family Medicine at Spring Valley within the last three years. Existing MedStar patients who have not been seen at Spring Valley will need to establish care.
- If desired, a preventive annual physical visit could be scheduled at a later date.
- **Children 17 and under** may be scheduled for a physical exam, or a pediatric well visit, as their first appointment.

Physical: An annual preventative visit for an established patient. A 'physical' or "preventative health exam" is a thorough review of a patient's wellbeing. During a physical, ongoing conditions and medication refills can be addressed as long as the condition is stable and does not require a significant change in treatment or additional tests.

- At a physical, if the patient has a significant medical problem to address (example new back pain, dizziness, chest pain or evaluation of significant ongoing problem), **additional charges/co-pays based on insurance coverage may apply.**
- **For patients with Medicare, a Medicare Wellness Visit is scheduled as Medicare does not pay for a traditional physical exam.**

Return patient visit: A problem-based appointment for established patients who need an evaluation and treatment plan for an acute, or chronic, health concern.



Other types of appointments available at Spring Valley:

Pre-operative exams: Specifically requested by the referring surgeon for patients who have an upcoming surgery or procedure requiring a pre-operative physical. **Please ensure to bring with you pre-operative orders to your appointment or have faxed to office ahead of time.**

Nursing Schedule: Appointments can be made only for established patients (i.e.: vaccines/PPD/EKG).

Labs: a LabCorp technician is on site daily from 8am-4:00pm. The Lab is closed from 12:00-1pm daily. Lab draws are a walk-in service and do not require an appointment. Lab draws & urinalysis on-site (For current FMSV patients only, with an order from our physicians - we are not a LabCorp draw station for outside physician orders). The last draw is at 3:45pm.

INSURANCE/FEE SCHEDULE

Please call to verify if we accept your insurance plan. To ensure visits are covered under insurance, patients are encouraged to contact their health insurance company for specific benefit information.

Visits charges are determined by the nature and complexity of the visit, or in some circumstances, the length of the encounter. Self-pay patients will receive an estimate when checking-in for their visit and are expected to pay the full amount at the time of service.

MedStar Georgetown Physician Billing Customer Service can be contacted at 703-558-1400 for any billing questions.

MedStar Health Family Medicine at Spring Valley's Medication Refill Policy!

Please familiarize yourself with the below process:

1. Patients are encouraged to initiate refills by calling the pharmacy to determine if there are any existing refills available. The pharmacy will send an electronic refill request to Spring Valley if necessary.
2. When requesting refills please notify the pharmacy a week before you are out of medication, and allow up to 3 business days to process your refill request.
3. Patients on chronic medications must be seen regularly in order to ensure safe medication use. Recommended intervals for follow up are based on best medical practices. Patients exceeding these intervals will need to come in for an appointment before medications are refilled.
4. All controlled substance refills will be electronically sent to the requested pharmacy, or if printed must be picked up at the office. A representative of Spring Valley will contact patients when prescriptions are available for pick up.
5. If prescribed controlled substances, please talk to your doctor about keeping an updated pain agreement on file to acknowledge that you understand how to safely use the medication.
6. Patients must agree to the recommended follow up visit that is required for their prescribed medication. Each prescription follow up is based on best medical practice and legal limitations for how medications may be prescribed.
7. Refills may be declined if the patient has not followed the appropriate follow up schedule for their medication.

We thank you in advance for helping us achieve this practice standard. Please be sure to communicate with your Physician and our Associates if you have any questions. Thank you!