



Mason-Dixon Mobile Medicine

www.masondixonmed.com

☎240.397.6723 📠833-992-0865

Time for a home visit?



General Information

Mission, Vision, and Values

Mission: To bring inclusive, equitable, and compassionate primary and palliative care services to homebound patients. Our group of home healthcare partners has been selected specifically for their commitment to meeting Mason-Dixon's high standards for quality, compassion, and inclusivity.

Vision: A world where people of all races, genders, orientations, cultures, identities, and religions have access to high-quality health care.

Value Statements: We acknowledge the diversity of the human race, and embrace the wonderful opportunity to learn from our patients and families. We strive to embody the concepts of cultural humility, "an interpersonal stance that is other-oriented rather than self-focused, characterized by respect and lack of superiority toward an individual's cultural background and experience."¹

Office Hours

- Regularly scheduled home visits are Monday through Thursday from 9:00am to 6:00pm.
- If you are unable to meet these times, other appointment times can be accommodated via prior arrangement. Please contact us for further details.
- Please inquire about telemedicine visits.

Appointments

- Appointments may be scheduled by calling 240.397.6723. Please leave a message if we are unable to answer; we will return your call as soon as possible.
- *New patients*: Once we have your basic information, we will email our New Patient forms and invite you to participate in our Patient Portal. Prior to your appointment, please complete and return the New Patient forms via our secure patient portal. We will make every attempt to schedule your first appointment within three business days.
- We try to schedule appointments according to geographic region to minimize travel time between appointments.
- Because we are a house call practice, please leave a window of at least one hour after your scheduled appointment to accommodate for unexpected traffic and medical situations. We may also arrive earlier than scheduled.

¹ Hook, J. N., Davis, D. E., Owen, J., Worthington Jr, E. L., & Utsey, S. O. (2013). Cultural humility: Measuring openness to culturally diverse clients. *Journal of Counseling Psychology, 60*(3), 353-366.




Lakeside Med, LLC
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- Kindly provide at least 24 hours' notice if you are unable to keep your appointment. This will help us to offer the appointment to other patients who may need a house call.

Your First Visit

Please let us know if there's anything in particular we should know about your residence. For example: Do you have aggressive pets? Is your driveway difficult to find?

Please have the following information available when we arrive for your first visit:

- √ insurance cards for verification
- √ contact information for all healthcare providers caring for you
- √ contact information for all medical equipment companies you use
- √ immunization records (flu, pneumonia, shingles, tetanus, etc.)
- √ containers for all medications (prescription AND over-the-counter), herbal preparations, and nutritional supplements
- √ advance directives (we prefer Five Wishes, www.fivewishes.org)
- √ medical power-of-attorney
- √ original signed copy of all New Patient Intake Forms (available on our website)

Fees, Billing and Co-pays

We gladly bill your insurance carrier for any and all services rendered. You are responsible for co-pays (if indicated) at the time of your visit, and any amounts not reimbursed by your insurance carrier. Please refer to our fee schedule, or contact us with questions about your bill.

Should you encounter financial difficulties, we are happy to entertain payment arrangements on a case-by-case basis.


Prescription Refills

We try to provide prescriptions three months at a time, however this may not always be possible. For **ALL** medication refills, contact the pharmacy **directly** first. If there are no refills left, contact the office to set up an appointment (house call or telemedicine). We will do our best to make sure all refills are addressed at each visit, so please make sure to review all of your medications BEFORE your appointments. Refills take up to 48 hours to process.

When contacting the office for refills, be sure to include the following information:

- √ name of medication




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- √ strength (number of mg, mcg, etc.)
- √ frequency
- √ amount remaining (number of pills, capsules, etc.)
- √ pharmacy name, phone, and fax

Test Results

When test results are received, we will review them as soon as possible. Once the review is complete, a note will be available on the patient portal.

Please be aware that some test results may take several days to come back. If you have not heard from us after one week, please send us a message (preferred) or call the office and we'll investigate.


Change of Address, Phone Number, Insurance, etc.

Please let us know *AS SOON AS POSSIBLE* of any change in insurance coverage, address, phone number, emergency contact information, etc.

Medical Records Release

All medical records are available for downloading from via the Patient Portal. However, we will also provide printed copies of your records upon receipt of a signed authorization for medical records release. Please allow approximately 30 days to process your request. Charges for medical records are the maximum permitted by Maryland state law.




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