



## Mason-Dixon Mobile Medicine

www.masondixonmed.com

☎240.397.6723 📠833-992-0865

*House calls are BACK!!!*



## General Information

### Mission, Vision, and Values

Mission: To bring compassionate, affirming, and equitable primary and palliative care services to homebound patients, with a particular focus on LGBT+ elders. Our group of home healthcare partners was explicitly selected for their commitment to meeting our 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 fantastic 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.”<sup>1</sup>

### Office Hours

- *NEW FOR 2024*: Telephone and office hours are Monday through Thursday from 8:00 am to 5:00 pm.
- Our after-hours messaging system is under development, but we should be able to receive voice & text messages when the office is closed.
- Home visits generally occur from 9:00 am until 6:00 pm or so, Monday through Thursday. Other appointment times can be accommodated via prior arrangement. Please contact us for further details.

### Appointments

- Appointments may be scheduled by calling the main office at 240.397.6723. Please leave a message if we are unable to answer; we will return your call as soon as possible.
- We are offering audiovisual telemedicine visits at least through the end of the 2024 calendar year. This may change depending on actions in Congress.

---

<sup>1</sup> 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  
723 N. Market St #207  
Frederick, MD 21701-5232



20240101



## Mason-Dixon Mobile Medicine

www.masondixonmed.com  
☎240.397.6723 📠833-992-0865



*House calls are BACK!!!*

- We schedule appointments according to geographic region to minimize travel time. As a result, it may be several days before we can get you into the schedule.
- 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.
- 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? Should we enter through the side door?

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](http://www.fivewishes.org))
- ✓ medical power-of-attorney
- ✓ original signed copy of all New Patient Intake Forms (available on our website)

### Your Responsibilities

You are expected to be respectful toward your providers, office staff, and any health care professional in your home. Aggressive or disrespectful behavior will not be tolerated and may result in dismissal from the practice.

Please do not use your telephone, computer, or other electronic device during your visit unless it is an emergency. You would not do these things at an appointment in an office, and we expect you to exhibit this common courtesy when the provider is in your home. Persistent use of these devices may result in dismissal from the practice.

Additional considerations include, but are not limited to, the following:



Lakeside Med LLC  
723 N. Market St #207  
Frederick, MD 21701-5232



20240101



## Mason-Dixon Mobile Medicine

www.masondixonmed.com  
☎240.397.6723 📠833-992-0865



*House calls are BACK!!!*

- √ Please make sure there is sufficient clean space for your provider to work.
- √ No smoking while your provider is present.
- √ Animals must be secured prior to your scheduled appointment.

### Fees, Billing and Co-pays

We gladly bill your insurance carrier for any and all services rendered. Co-pays and amounts not reimbursed by your insurance carrier must be paid either online or by mail to the address on your statement. Our fees are tied to insurance carrier reimbursement schedules in effect at the time of your visit. Feel free to contact us with questions about our fees or your bill. Should you encounter financial difficulties, we are happy to entertain payment arrangements on a case-by-case basis.

Additional fees that may be incurred include (**not** covered by insurance):

- \$75.00 no-show fee if you are not available for your scheduled appointment (for reasons other than bona fide emergencies)
- \$25.00 per-page fee for forms not completed during the course of a scheduled visit
- \$25.00 refill fee for prescription refills not addressed during a scheduled home visit or televisit

### Prescription Refills

We generally provide prescriptions three months at a time, however this may not always be possible. Although we are happy to work with you to reduce medication costs, we cannot be responsible for unforeseen expenses related to medication. If you are concerned about the cost of your medication, always ask your pharmacy **BEFORE** taking the medicine across the counter.

For **non-controlled** medication refills, contact the pharmacy **directly** first. Always use the medication name (vs. prescription number) when contacting the pharmacy. If no refills remain, contact the office to set up an appointment (house call or telemedicine) for a refill. We will do our best to make sure all refills are addressed at each visit, so be sure to review all medications **BEFORE** your appointments. When contacting the office for refills, be sure to include the following information:

- √ name of medication



Lakeside Med LLC  
723 N. Market St #207  
Frederick, MD 21701-5232



20240101



## Mason-Dixon Mobile Medicine

www.masondixonmed.com  
☎240.397.6723 📠833-992-0865



*House calls are BACK!!!*

- √ 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. You will be responsible for full payment if you change your insurance and we do not participate with your plan.

### 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.

### Mason-Dixon Mobile Medicine SMS Text Messaging Terms of Service

Should you elect to opt-in to our SMS messaging, you agree to the following terms of service:

*These SMS Text Messaging Terms of Service (these "SMS Terms") are incorporated into all agreements between you and "Mason-Dixon Mobile Medicine" ("our organization," "us," "we"), including any agreements that are preexisting and any agreements that might be enacted contemporaneously with these SMS Terms.*



Lakeside Med LLC  
723 N. Market St #207  
Frederick, MD 21701-5232



20240101



## Mason-Dixon Mobile Medicine

www.masondixonmed.com  
☎240.397.6723 📠833-992-0865



*House calls are BACK!!!*

*"Mason-Dixon Mobile Medicine" might use SMS text messaging, from time to time, for certain types of communication with you, including potentially for administrative issues, such as billing, or for health-related issues, such as care reminders.*

*You agree to receive (you "opt-in" to receiving) SMS text messages from "Mason-Dixon Mobile Medicine" related to services that we are providing to you. Message and data rates may apply, and message frequency varies. You may text us STOP at any time to opt out of receiving SMS text messages from us. You may text us HELP at any time to receive help.*

*SMS text messages from "Mason-Dixon Mobile Medicine" may originate from our organizational phone numbers, including:*

*(240) 397-6723*

*There may be terms in other agreements between you and us that also apply to our organization's use of SMS text messaging, such as general terms related to privacy and data handling for our organization that are not specific to SMS text messaging. You agree that you have reviewed all agreements that we have provided you.*



Lakeside Med LLC  
723 N. Market St #207  
Frederick, MD 21701-5232



20240101