

Spring Pediatrics

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Welcome to our practice. We are pleased and honored you have chosen us for your pediatric care. Our office is devoted to providing high-quality and comprehensive primary care to infants, children, and adolescents through clinical expertise, advocacy, education, collaboration, research, and information management. We look forward to a lasting relationship with your family. We have prepared this to help you become acquainted with us and with our way of practicing.

Office Hours

Office hours are by appointment only from 8:00 a.m. to 5:00 p.m. on Monday, Wednesday and Friday; 8:00 a.m. to 7:00 p.m. on Tuesday and Thursday; and 8:00 a.m. to 12:00 p.m. on Saturday. Our office staff is available at 8:00 a.m. to take your calls and make appointments. Well childcare, immunizations, and routine care are scheduled in advance. Office visits for sick patients are scheduled on the same day of your call. If your child is sick, please call as early as possible so that we can accommodate you. Also, please be sure to make an appointment for each of your children, as we may not be able to see another one of your children if our schedule is full. Our appointment time and your time are valuable. We try to maintain as precise a schedule as possible for all of our appointments. We ask you to arrive a few minutes ahead of the scheduled time. We may have to reschedule non-emergency appointments if you arrive late. If you are unable to keep an appointment, please call to cancel at least 24 hours in advance so that we can see another patient in that time slot. We try to give a courtesy call one day in advance to remind you of an appointment, but please be aware that due to privacy laws, our office cannot leave messages.

What To Bring To Your Appointment

You must bring a valid insurance card and your co-payment (if applicable) to each appointment. Bring your child's immunization record if it is their first well check appointment in our office. If you have new insurance and have not yet received your insurance card, have your insurance call us to verify your coverage prior to your appointment. Also, please be sure to notify the staff of any changes in address or telephone numbers at the beginning of each visit.

Emergency Care

We recognize that emergency situations do arise, and we will do everything in our power to respond to your problem as quickly as possible. If an emergency arises when the office is closed, call (301)585-9601. In any instance of a life-threatening problem, your first call should be to your local rescue squad at 911. Remember, however, that we also require sleep to function properly. Please call at any hour if your child is truly ill, but save routine calls for regular office hours. If you wish a call back after hours, you must accept blocked calls.

Telephone Calls

You may call the office with questions that concern your child's health. If you are calling about a non-urgent problem or you need advice, medication dosages, or require that a doctor speak with you, you will be asked to leave a message. Please understand that if we are busy with emergencies or patient appointments, these will take priority over a non-urgent phone call, but we will return your call as soon as possible.

Vaccine Policy

In this office we vaccinate all patients according to the recommended guidelines and schedule of the American Academy of Pediatrics, the Centers for Disease Control and Prevention and the Maryland State Department of Health. While we acknowledge it is a parent's right to choose not to vaccinate, this choice not only puts your child at risk of serious illness or even death, but also puts our greater patient population at risk. Therefore, we

have decided to establish a strict policy of not accepting anyone into our practice who declines to vaccinate their children as per the above recommendations. If you have a change in opinion in regards to vaccines after already having established care in our office, the physicians and staff will do their best to explain the benefits of being vaccinated and address any concerns you may have. If you still decide to discontinue vaccinating your child, you may be asked to find a new primary care provider for your children.

Prescriptions

In the event you need a prescribed medication, we will give you a written prescription at the time of your office visit. The physician will also send an electronic script to your preferred pharmacy. Please bring in the correct address and telephone number to your preferred pharmacy on the day of your visit. Our staff is unable to call or fax in prescriptions at the time of your visit. As long as we are able to update your child's medications through regular examinations, we are certainly happy to refill prescriptions for chronic problems such as asthma, allergies, seizure disorders, etc. If you wish to have a prescription refill, please call the office to make a request. In general, however, we feel it is bad policy to prescribe medications, especially antibiotics, without seeing the patient. In setting this policy, our number one concern is your child's welfare. Of course, we realize that emergencies arise. In certain circumstances, we will prescribe an antibiotic over the phone, but we will expect that you will bring the patient to the office as soon as possible so that we can confirm our diagnosis.

Well Checks

We encourage you to make summer well check appointments for camp, school, or sports physicals early in the season. We are very busy with these appointments in July and August and may not be able to accommodate you on short notice during this time of year. Please bring your child's immunization record to all well check appointments.

School/Daycare Forms

Our staff will fill out one complimentary health form per child per school year at the time of your well check appointment. Please be sure to fill out any sections designated for the parent/guardian before dropping off any form. Forms will be filled out within one full business day. We ask the parents make copies of these forms and keep them accessible just in case your child changes schools during the year. We will complete additional forms, but there will be a charge of \$30 for this service.

Insurance

Please call our office if you have any questions about insurance plans or billing. Medical insurance is intended to cover some, but not all, of your medical care cost. If you belong to a plan with a deductible, coinsurance, or a specific co-pay amount per visit, we do expect payment at the time of service. Some insurance companies will not compensate for routine physical examinations, camp and sport physicals, well baby visits and immunizations. Your insurance plan may restrict you to specific hospitals or diagnostic facilities or require you to receive certification prior to diagnostic evaluation or hospitalization. Please be aware of your plan's provisions. We may not have access to that information if you call us during non-business hours.

Transferring Records

To transfer records from another office to our office, we can provide you with a request slip to present to your previous physician. If you need to transfer your child's records from our office to another office, we will provide you with a copy of his/her immunization records free of charge; however, a fee will be charged for copying the entire records. Requests for transfer of records must be made in writing.

We anticipate establishing a rewarding relationship for the purpose of offering your child the best possible care. It is a pleasure to be of service to you.