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Patient Handbook: Shoreline Wellness & Primary Care

Welcome to Shoreline Wellness & Primary Care! Shoreline Wellness and Primary Care is a comprehensive primary care and wellness practice that provides our patients with quality preventative care as well as management of acute and chronic conditions. Our practice is dedicated to providing our patients with the care, support, and resources they need to achieve their optimal health and well-being. Our highly trained medical providers offer primary care and wellness services for ages 16 and up. This handbook is designed to inform you about our practice policies, services, and procedures. Please familiarize yourself with our policies and procedures and reach out to our staff with any questions.

Our Services

At Shoreline Wellness & Primary Care, our experienced practitioners with diverse clinical backgrounds allow us to offer a wide range of services beyond traditional primary care. Some of the services we provide include:

- Annual Wellness Exams / Physicals
- Medicare Annual Wellness Exams
- Chronic Disease Management
- Women's Health Exams
- Captains Physicals
- DOT Physicals
- Preventive Screenings
- Pre-Operative Evaluations
- Same Day Sick Visits for Established Patients
- Transitional Care Management following hospitalization or rehab
- Laceration Repairs / Sutures
- Incision and Drainage of Abscesses
- EKG
- Wellness Services
 - Weight Loss Management
 - Bioidentical Hormone Replacement
 - Medical Aesthetics
 - PRP Injections
 - Ozone IV Therapy



Provider Assignments

While we strive to accommodate your preference for a specific provider, in cases where immediate care is necessary, we may schedule you with another available provider to ensure prompt attention to your healthcare needs.

Physical Examinations

It is important for your overall health that you undergo a physical examination at least once a year, or more frequently as determined by your clinical condition. Physical examinations are essential for renewing prescriptions, issuing orders, and addressing any emerging health concerns.

Refill Requests

To facilitate prompt processing of refill requests, we kindly ask that you submit them at least 2 business days in advance. Requests submitted through our patient portal or via your pharmacy will be given priority. This timeframe allows us to thoroughly review your medical records and ensure precise and safe medication refills.

Narcotics and Controlled Substances

It will be the provider's discretion whether they will prescribe narcotics or other controlled substances. They may also choose to refer you to a Pain Management Specialist should you require it as we do not do chronic pain management at this office.

Test Results

It may take 3-5 business days for your labs or imaging results to be available. Our clinical staff will make every effort to ensure you receive your results as soon as they are received and processed by your provider. Certain labs and imaging will take longer. There are also times that results will require an appointment with your provider to review.

Patient Portal Communications

For non-urgent communication, we recommend utilizing our patient portal. Please take the time to familiarize yourself with its features, which allow you to securely message our staff, access your medical records, review test results, and manage appointments.



Billing for Portal Messages

Some portal messages submitted by patients may result in charges billed to your insurance. While most messages, like refill requests, typically do not incur fees, those requiring extensive review, clinical judgment, addressing new problems or concerns, or resulting in new orders may result in charges for medical advice messaging beyond routine communication. These charges generally amount to about \$20.

Online Medical Advice Messaging

As virtual healthcare becomes increasingly common, certain insurance companies now acknowledge online medical advice messaging as a covered service. This evolution permits our clinicians to thoroughly review and address your concerns through either an in-person or video visit. We have meticulously evaluated this model and tailored it to improve the quality of care we offer.

Access to information

By receiving care at our facility, you acknowledge and implicitly consent to our healthcare providers accessing relevant health information essential for your treatment. This may include but is not limited to accessing pharmacy records, state databases, and other pertinent sources to ensure the highest quality of care tailored to your specific needs. We prioritize your privacy and confidentiality, and all accessed information will be handled in strict accordance with applicable laws and regulations.

If you have any concerns or questions regarding this process, please feel free to discuss them with your healthcare provider. Your well-being and comfort are paramount to us, and we are dedicated to providing you with the best possible care.

Prior Authorization Process

Insurance companies may necessitate prior authorizations for certain medications, services, or tests. Our staff work to promptly complete these authorizations. However, the process may take up to two weeks due to the stringent requirements imposed by payers. In the event that your insurance declines coverage for a prescribed medication, service, or test, we recommend reaching out to them directly for further assistance.

Forms and Paperwork

To maintain medical accuracy and respect the time of our providers, all necessary forms and paperwork must be completed during an appointment. If you need medical letters or specific documentation, please address these matters directly with your provider. Additionally, it's essential to bring any required supporting documents, such as vaccines or previous medical records, to ensure continuity of care.



Auto Accident: If you have an acute injury from an auto accident you should be evaluated at your nearest emergency department. We can see you in follow up however we DO NOT bill auto insurance policies. Billing an auto accident related visit to your medical insurance may result in the claim being denied at which point you will be responsible for the bill associated with that visit.

Worker's Compensation: If your injury is due to an accident at your workplace, please inform our receptionist. We are not authorized to treat you for this type of claim. You will need to contact your work supervisor for instructions on how to file a worker's compensation claim.

Disability: We DO NOT perform disability assessments. NO Long-Term Disability, or Short-Term Disability paperwork will be completed by Shoreline Wellness and Primary Care.

Payment Policy

Prior to booking an appointment, it is mandatory to complete valid insurance details and/or payment information. Signing the requisite paperwork including HIPAA, Release of Billing Information, and Assignment of Benefits is essential for us to process billing with your insurance provider. Failure to sign these documents may result in you being responsible for the entire bill associated with your visit. These documents can be conveniently signed through the patient portal, accessible on either a desktop computer or in desktop mode on your mobile device.

Any outstanding balance must be settled before your subsequent visit. Shoreline Wellness & Primary Care reserves the right to require full payment for services before extending further care.

Release of Billing Information

I acknowledge that Shoreline Wellness and Primary Care, along with its subsidiaries, will share protected health information in compliance with federal and state laws for treatment and payment purposes, as outlined in its Notice of Privacy Practices. I hereby authorize Shoreline Wellness and Primary Care and its subsidiaries to disclose all necessary information to facilitate payment of benefits to my insurance company. This authorization is granted with the understanding that Shoreline Wellness and Primary Care and its subsidiaries are committed to maintaining the privacy and security of my billing information, releasing such information only as required and authorized.



Release of Billing Information Continued:

By seeking care at Shoreline Wellness and Primary Care and its subsidiaries, I imply consent to treatment for internal medicine, weight loss management, bioidentical hormone therapy, aesthetic medicine or other services herein considered implied consent upon scheduling and presenting to future appointments.

No-Show, Cancellation, and Late Policy

If you are unable to keep your scheduled appointment we kindly ask that you give us at least 24 hours notice. This allows us to provide that time slot to another patient. A \$25 fee will be incurred for appointments canceled without at least 24 hours notice. If you do not show up for your scheduled appointment without notifying us that you will not be at your appointment, a \$50 charge will be assessed. Canceling an appointment within 6 hours of the scheduled time and/or arriving more than 15 minutes beyond your scheduled appointment will also be considered a "no show". Accumulating three (3) or more "no shows" within a 12 month period may result in discharge from the practice.

To facilitate the smooth operation of our schedule, we advise all patients to arrive 20 minutes prior to their appointment time. While we strive to maintain punctuality, delays may occur due to unforeseen circumstances such as emergent cases or unanticipated issues during appointments. These delays can sometimes result from patients arriving late or incomplete preparation of necessary forms.

In the event that your provider is unable to adhere to your scheduled appointment time, we believe it is only fair to offer you the option to reschedule without penalty if you arrive promptly. Your understanding and cooperation are greatly appreciated as we work to ensure fairness and efficiency for all our patients. We appreciate your understanding and cooperation in adhering to these guidelines, which enable us to provide timely and effective care to all our patients.



Respect for Team Members and Consequences of Inappropriate Behavior

At Shoreline Wellness and Primary Care, we are dedicated to fostering a safe and respectful environment for both our team members and patients alike. We expect all individuals visiting our premises to interact with our staff courteously, kindly, and with respect. Any form of verbal aggression, disrespect, or inappropriate behavior will not be tolerated.

If a patient engages in any behavior that jeopardizes the well-being or safety of our team members, it may lead to immediate removal from the premises, discharge from the practice, and potential legal repercussions. We prioritize the well-being of our team members and are dedicated to safeguarding their rights while fostering a harmonious health care environment.

Maintaining a positive and respectful atmosphere is paramount for effective healthcare delivery. We respectfully request all patients to communicate any concerns or grievances constructively. Our team is here to listen, address your needs, and provide the best care possible.

Thank you for selecting Shoreline Wellness and Primary Care as your healthcare provider. We are dedicated to providing excellent medical care and ensuring your well-being. Should you have any questions or concerns, please feel free to contact our staff.