

IMPORTANT NOTICE TO OUR PATIENTS

For the past seven years, the Fredericksburg community has been fortunate to have an excellent after-hours advice service for medical questions. This “triage” service provided by Medicorp/Mary Washington Hospital, has given consistent, top-quality advice to patients who call after hours with questions about their health or their children’s health.

This service is expensive. The physicians who participate pay a fee for each call made to the triage service, most recently \$5.50 per call made. (This does not cover the actual cost, as Medicorp pays the difference.) There was a monthly “cap” on the charge to the doctor, however that “cap” has ended. At the current rate, this practice could easily pay more than \$12,000 a year for the advice line service. I love the triage service, but cannot afford to underwrite this cost any longer.

Since only a small minority of our practice uses this service in any given month, I do not want to charge everyone increased office fees to cover this. Some people call the service several times a day, and some call four or five times a month, while others never use the services. Most of the calls are non-emergency. As a result, I think the fairest system is to charge the patients/parents who use this service.

Beginning immediately, patients (parents) will be charged \$15.00 for each time they call office triage. We will bill these charges monthly. I encourage you to use the services only for emergency or very urgent calls, and save the routine questions for office hours.

Thank you for your understanding.

I acknowledge that I am responsible for charges when I use the after hours triage telephone service. (Insurance usually does not cover these charges.)

(signature of parent or guardian)

Date _____