

Outpatient Clinics at 1741 Ashland Avenue

Patient Information Sheet

Preparing for Your Visit

Please refer to your appointment letter for specific information about your appointment. **Any medication should be taken as prescribed on the day of the appointment.** Please bring the following information:

- Health insurance card and a photo ID
- Primary care physician's name, address and phone number
- School's name, address and phone number
- All adaptive equipment currently being used (e.g., AFO braces, canes, walker, hearing aids, glasses, communication systems, etc.)
- Updated or recent medical and educational records
- List of current medications, including dosage
- Completed questionnaires you may have received before your visit

Consent for Treatment

Before we provide treatment to a patient, the patient—or the patient's parent, legal guardian or legally authorized representative—must sign one or more consent-for-treatment forms. These forms let us know that the patient has consented to receive treatment from us, or that the patient's parent, legal guardian or legally authorized representative has consented to allow us to provide treatment to the patient. If the patient is a minor (i.e., under the age of 18), only a parent, legal guardian or legally authorized representative may sign a consent-for-treatment form for that patient, with the exception of a few unusual circumstances, such as when a patient is an emancipated minor.

Consent-for-treatment forms are generally signed at the patient's first appointment. A parent, legal guardian or legally authorized representative should accompany any patient under the age of 18, or any patient 18 or older who lacks legal authority to consent to receive treatment. The accompanying person will sign consent-for-treatment forms and make care decisions on behalf of the patient. If you will be accompanying the patient to the appointment to sign forms and to make care decisions but are not the patient's parent, please bring documents that give you the authority to consent for the patient to receive treatment and make decisions on behalf of the patient. If the patient is under 18, or is 18 or older but cannot legally consent to receive treatment, and a parent, legal guardian or legally authorized representative will not be at the appointment, please contact us to make arrangements to have consent-for-treatment forms signed in advance. We cannot see a patient without a signed consent-for-treatment form on file. If you have questions regarding consent, please call the phone number on your appointment letter.

Adult Consent

Adults (i.e., people who are 18 years of age or older) can usually make medical decisions and consent for themselves. Some adults may not be able to make medical decisions for themselves, however. In those cases, someone else needs to make decisions for them. The person who makes decisions for an adult may be their parent or another relative, or another person. In all cases, we need the proper



paperwork to confirm that the person making decisions is legally allowed to do so. For more information about the consent process for adults, visit [KennedyKrieger.org/Consent](https://www.kennedykrieger.org/Consent) or call the Institute's Social Work Department at **443-923-2800**.

Please visit [KennedyKrieger.org/Consent](https://www.kennedykrieger.org/Consent) for complete details on the consent process and who may legally provide consent for treatment.

Insurance and Referrals

Please be aware of your insurance benefits and authorization or referral requirements. If you have commercial insurance or no insurance coverage, payment is expected at the time of your visit for noncovered services. Referrals may be faxed in advance to our Care Management Office at **443-923-7405**. The referral must identify Kennedy Krieger Institute as the service provider.

All HMO patients must bring a referral with authorization from a primary care physician. HMO patients who arrive without a referral will be asked to sign a waiver and pay for the visit at the time of services.

If you have questions about insurance benefits, please contact our Care Management Office at **443-923-7400**.

Billing

For billing purposes, our outpatient center is designated as an outpatient hospital facility. You may receive two bills for each appointment—one from our physicians and one from the hospital. Both bills represent charges incurred during your visit:

- Your hospital bill includes charges for use of the hospital facility and any tests or procedures done during your appointment.
- The physician bill includes the cost of medical care, along with costs involving review and interpretation of your diagnostic tests.



Additional services, such as physical therapy, occupational therapy, laboratory tests and radiology, may be needed during your appointment. If provided, those services will be billed separately, and you may be subject to additional charges. For your convenience, we accept cash, checks and most major credit cards.

Get Connected to MyChart!

From a smartphone or a computer, MyChart is a secure, easy-to-use way for patients to access some of their medical information, and for parents to access important medical information about their child, at home or on the go. MyChart is FREE, secure and available 24/7. To sign up, get a MyChart activation code during your next visit. Visit KennedyKrieger.org/MyChart to learn more or sign up.

Portable Health Profile Tool

At Kennedy Krieger, we emphasize the importance of creating a Portable Health Profile Tool—a personal health document containing important and current health information, such as your personal health history, emergency contact information, and information on insurance, medical conditions, allergies and medications. The Portable Health Profile Tool can help you take a more active role in your healthcare—you will maintain the tool yourself—and it will keep all of your critical health-related information in one place.

For more information about the Portable Health Profile Tool, or if you need help starting one, contact the Kennedy Krieger Resource Finder at ResourceFinder.KennedyKrieger.org or **800-390-3372**.

Accommodations

Kennedy Krieger is committed to providing patients and visitors with reasonable accommodations and access to our facilities, services and equipment, regardless of disability. If you or a family member require accommodations for any disability or special need (e.g., hearing, speech, cognition, vision impairment, physical or other disability), please let us know. We have a dedicated TTY line available, and it may be accessed by calling **443-923-2645**. Interpreter services for foreign languages and American Sign Language may be arranged in advance for medical appointments and therapy sessions. Please let us know if you will need an interpreter during your child's treatment, and therapists will make the arrangements necessary to ensure that an interpreter will be available.

For Your Privacy

In accordance with healthcare regulations to protect the privacy of all patients, families and staff members, taking photographs or videos of anyone other than one's own family members is

not permitted without proper authorization. If you feel your confidentiality has been violated in any way, please contact the Office of Compliance at **443-923-1843**.

For Your Visit

Healing and meditation: The Therapy Garden at the outpatient center at 801 North Broadway promotes healing in a natural, aesthetically-pleasing environment. And the Lana Warren Reflection Room, on the eighth floor of the outpatient center at 1741 Ashland Avenue, is a quiet space for multifaith meditation and healing.

Dining options: The Nook Cafe, vending machines and a microwave oven are on the second floor of the outpatient center at 801 North Broadway. There are food options throughout the adjacent Johns Hopkins medical campus.

Lodging: Many hotels and motels throughout the Baltimore area work with Kennedy Krieger to provide lodging for our patients and their families. Lodging may also be available through the Ronald McDonald House and the Believe in Tomorrow Children's House at Johns Hopkins. For more information, please contact the Office of Patient Experience and Community Engagement at **1-800-225-2201** or **410-614-1911**.

Parking: Parking is free of charge. To get to our parking garage, drive north on North Broadway past the outpatient center, take a right on Ashland Avenue, then take the first right to enter the parking circle. The garage will be on your left. Valet parking is currently not available due to our infection control policy.

Contact Information

For more information or to schedule an appointment, please call **443-923-9400**, or call toll-free at **888-554-2080**. TTY users, please contact us at **443-923-2645**, or dial **711** to make a Maryland Relay call.

KennedyKrieger.org

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