

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
- 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

It is necessary that the appropriate person accompany the patient to the appointment to provide legal consent for treatment, and to make care decisions. Please bring any legal documentation pertaining to the patient's guardianship or custody, and to the right of a parent or agency to provide consent and make decisions on behalf of the patient, or to the ability of the patient to consent to treatment and make decisions on the patient's own behalf. A copy will be added to the patient's medical record. No additional paperwork is required for biological or legally adopted children. If you have questions about this process, please call the Kennedy Krieger Social Work Department at **443-923-2800**, or visit marylandattorneygeneral.gov/Pages/HealthPolicy/hcda.aspx to learn more about the Health Care Decisions Act in Maryland.

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 Patient Access 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 Patient Access 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. You can also visit KennedyKrieger.org/MyChart to learn more or to 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

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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 (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 or 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 is available during your child's visit.

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**.

Healing and Meditation Spaces

The outpatient center at 801 North Broadway features an outdoor Therapy Garden to promote healing in a natural, aesthetically-pleasing environment. The garden includes a labyrinth and three outdoor therapy rooms, where therapists help patients practice real-world challenges. We encourage our patients and their families to use the garden during their visits. Please remember that Kennedy Krieger is a nonsmoking facility, which includes the garden area.

Additionally, Kennedy Krieger offers the Lana Warren Reflection Room. This room is a multi-faith healing and meditation space located on the eighth floor of the outpatient center at 1741 Ashland Avenue. The room is a place for prayer, meditation and spiritual contemplation. Literature from a variety of faiths, kneelers for worship, movable chairs, a stained-glass window and space for prayer rugs are available to visitors.

Dining Options

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

Lodging

Many hotels and motels throughout the greater 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. We will be glad to work with you in selecting lodging that best meets your needs, or we can provide an extensive list of accommodations for your convenience. Be sure to ask for the Johns Hopkins/Kennedy Krieger discount when making your reservations.

For more information, please contact Guest Services at **1-800-225-2201** or **410-614-1911**.

Local Events and Attractions

A tourist information kiosk is located in the lobby of the outpatient center at 801 North Broadway. This information center features brochures about local and regional events, attractions and dining options. Visit Baltimore.org for more information.

Parking

Parking is free at all locations. The parking garage for the 1741 Ashland Avenue building is located at the corner of Broadway and Ashland Avenue. If you're driving north on North Broadway, turn right onto Ashland Avenue, then take the first right turn into the driveway to enter the parking circle. If you wish to self-park, use the garage to your left, facing the parking circle. If you wish to use valet parking, follow signs for valet parking for 1741 Ashland Avenue. The valet for that building will be on the left.

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

Kennedy Krieger Institute
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Kennedy Krieger Institute recognizes and respects the rights of patients and their families and treats them with courtesy and dignity. Kennedy Krieger Institute provides care that preserves cultural, psychosocial, spiritual and personal values, beliefs and preferences. Care is free from discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression, including transgender. We encourage patients and families to become active partners in their care by asking questions, seeking resources and advocating for the services and support they need. © 2019 Kennedy Krieger Institute 12/2019



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