

Visiting Old Dominion Medical Center

Welcome to Old Dominion Medical Center of McLean, Virginia. In an effort to support our mission of providing quality care we have compiled a list of policies for all our patients. Please review the policies and inform the medical staff if you have questions.

Patient Information and Guidelines

Hours of Operation

Monday and Wednesday (8:30am – 5:00pm)

Tuesday and Thursday (8:00am – 5:00pm)

Friday (8:00am – 2:00pm)

Telephone lines are open Monday – Thursday (8:30am – 12:30pm & 2:00pm – 4:30pm)

Friday (8:30am – 1:30pm)

The after-hours answering service is available for “EMERGENCIES ONLY” to reach the provider on call.

Messages/Call-Back Requests

Messages left for the physician will be returned by the end of the next business day. If you experience a new onset of illness the staff will advise patients to make an appointment to be seen in the office.

Same/next day appointments are available for acute issues. If you are experiencing a medical emergency or life threatening illness call 911 or proceed to the nearest emergency room.

Messages for the Medical Assistants/Nurse will be returned within 24 hours.

Prescription Refills

Prescription refill requests are to be faxed from the pharmacy directly to the office. The office fax number is 703-448-8211.

Patients requesting new prescriptions must be seen for an appointment by a physician.

Antibiotics are not prescribed over the telephone. Patients who request an antibiotic will be directed to make an appointment.

Some prescription refills will require a follow up appointment in the office prior to authorization.

Allow 72 hours to fill a prescription request.

Co-pays/Self Pay Patients

Co-pays are due at check-in and patients without insurance (self-Pay) are expected to pay for services rendered at time of the visit.

Referrals

Patients in need of a referral to a specialist due to insurance company guidelines must notify the office in advance of their scheduled appointment with the specialist. Allow 7 business days for the referral request to be processed. In the event of an emergency referral, determined by ODMC physicians, the request will be processed within 24 hours.

Emergency referrals will be faxed to the specialist providing the treatment and non-urgent referrals can be picked up at the front desk.

Due to the amount of time associated with processing referrals, there may be a fee of \$10.00 for misplaced or lost referrals.

Medical Records Release

A medical records release form can be obtained at the front desk, faxed to you, email attachment or downloaded from our website: olddominionmc.com. Allow 14 business days for medical records to be completed.

The fees for medical records are as follows: \$10.00 processing fee + \$.50 per page for the first 50 pages and \$0.25 each additional page. Medical records will NOT be faxed or processed as an email attachment. They can be mailed or picked up at the front desk once payment has been received. [reference Va. Code Section 8.01413 (2003)]

Form Completion

Form completion fee is \$25.00 for a simple form and \$45.00 for a complex form, payable at the time of visit. Please be aware not ALL forms can be completed during your visit and you will be asked to allow 3 business days to be completed.

All forms can be downloaded from our website: olddominionmc.com