



## NEW PATIENT INFORMATION

**Thank you for considering Choptank Community Health System for your health care needs. We look forward to partnering with you to “see how healthy you can be.” Choptank Health has locations in Caroline, Dorchester, and Talbot Counties. We offer a wide range of services and specialties for all members of your family.**

Choptank Health offers services to all, regardless of your ability to pay. We participate with Medicare, Medicaid, and many local insurance plans. If you do not have insurance and meet eligibility requirements, we offer a patient financial assistance program including a sliding fee.

Appointments can be made by calling any office. If you are unable to keep a scheduled appointment, please call the office at least 24 hours before the scheduled appointment to reschedule or cancel.

### **After Hours Medical and Dental Emergencies**

Call 443-329-9920

### **Prescriptions Refills**

Requests for refills on prescriptions ordered by your provider can be called in or left with the receptionist. You may pick up your refill prescription or have it called in to your pharmacy within two (2) business days of the request. For routinely prescribed medicines, an appointment is normally required with your provider every six months. Please do not wait until you are out of your medication to request a refill.

### **Specialist Referral**

If you need a referral from your provider to obtain specialty care, please make requests for non-urgent referrals at least 5 days before your appointment with the specialist.

### **Record Requests**

All requests for forms to be filled out or medical records copied for other providers, work, school, insurance companies, social services, etc., will be completed within 10 working days of your request.

### **Hospital Services**

If you need to go to the hospital, our providers have coverage at the University of Maryland Medical Centers. Spanish and Creole interpreters are available at some locations and access to [Language Line Solutions](#) is available at locations, with at least 5 days notice before your appointment with the specialist.