

International Center for Spinal Cord Injury at White Marsh



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 your appointment.** Please bring the following with you:

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

Consent for Treatment

Before we can see a patient for medical services and treatment, we must have a signed consent-for-treatment form for that patient on file.

For patients who are minors: Consent from only one parent or legal guardian is required to proceed with care. A parent, legal guardian or legally authorized representative is required to sign a consent form for a patient who is a minor (less than 18 years of age), except in some specific circumstances—for example, if the minor is a parent or is married. A parent, legal guardian or legally authorized representative must accompany any patient under the age of 18 to the appointment to sign consent forms for treatment and to make care decisions. If the person accompanying the minor is not the child's parent, please send ahead or bring to the appointment documents of guardianship, custody or other authority to consent and make decisions on behalf of the patient.

For patients who are adults: Adults (i.e., people 18 years of age or older) can usually make decisions about their medical care and sign consent forms for treatment. Sometimes, however, adults do not have the decision-making capacity to make informed decisions and provide consent for their medical care, in which case a surrogate healthcare decision-maker can be assigned or appointed. Please send ahead or bring to the appointment documents appointing a guardian or other legal authority for the adult. For more information about the consent process, please visit: [KennedyKrieger.org/Consent](https://www.kennedykrieger.org/Consent)



For questions or assistance, please contact the Patient and Family Experience Program at **443-923-2640** and select Option 1. For information about the Health Care Decisions Act in Maryland, visit: [KennedyKrieger.org/MarylandHealthPolicy](https://www.kennedykrieger.org/MarylandHealthPolicy)

Insurance and Referrals

Payment is expected at the time of your visit for noncovered services.

All patients with HMO insurance plans must bring a referral with authorization from a primary care physician. If they arrive without a referral, they or their parent or guardian will be asked to sign a waiver and pay for the visit at the time of services.

If you have any questions about insurance benefits, please contact our financial counselors at ICSCIInsurance@KennedyKrieger.org or call **443-923-7970**.

Billing

For billing purposes, our outpatient clinics are designated as outpatient hospital facilities. You may receive two bills for each appointment—one from our clinicians 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 clinician 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 by the hospital, and you may be subject to additional charges. For your convenience, we accept cash, checks and most major credit cards.

The person who signs the financial paperwork and agrees to pay any medical costs not covered by insurance is the guarantor. A child can still be covered under one parent's or guardian's health insurance plan, even if the other parent or guardian is listed as the guarantor for medical expenses.

Get Connected to MyChart

Outside of scheduled appointments, MyChart is the best way to stay in touch with your care team and get appointment details. After a visit, providers typically do not call the parent or guardian who was not present. Accessible via a smartphone or 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.

Medical Records

All requests for medical records must be directed to Kennedy Krieger's Health Information Management Department. Records are released only through this department.

Call **443-923-1825** or email your request to:
ReleaseOfInformation@KennedyKrieger.org

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 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 or your child's 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 **800-390-3372** or visit:
KennedyKrieger.org/ResourceFinder

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. If you feel your confidentiality has been violated in any way, please contact the Office of Compliance at **443-923-1843**.

Accommodations

We provide patients and visitors with reasonable accommodations and access to our facilities, services and equipment. Service animals, including those in training, are welcome at Kennedy Krieger, provided they have not received a live vaccine (nasally or orally) within two weeks of visiting the Institute. If you or a family member require accommodations or have a support need (e.g., hearing, speech, cognition, vision impairment, physical access or other need), please email the Patient and Family Experience Program at **PatientExperience@KennedyKrieger.org** so that we may assist you.

Parking and Dining

Free parking is available directly in front of the doors of our White Marsh location. Nearby, you'll find several restaurants and other places to eat, ranging from coffee shops to fast-casual eateries to casual dining.

Lodging

The closest hotel to our White Marsh location is the SpringHill Suites by Marriott Baltimore White Marsh/Middle River. Be sure to ask for the Kennedy Krieger patient rate.

For Your Visit

Our patient and visitor guide provides additional information about lodging, dining, transportation, directions and other valuable resources to make your visit to Kennedy Krieger as stress-free as possible. To learn more, visit **KennedyKrieger.org/VisitorGuide** or scan the QR code.



CONTACT US

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