

JANET LEE, MD, JD
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OFFICE POLICIES

CONFIDENTIALITY

Dr. Lee is committed to honoring the confidentiality of your information and will not disclose any of your information without your express consent unless required to do so by the law. Under Maryland law, Dr. Lee is required to contact the appropriate authorities should there be concerns about child or elder abuse, risk of harm to yourself or others, or a court-ordered subpoena.

FEES AND INSURANCE

Dr. Lee does not participate in any insurance plans. Patients are responsible for payment on the day of the appointment. Patients with private insurance may file claims for reimbursement with their insurance companies for out-of-network service; Dr. Lee will provide patients with information to allow them to do so but the claims must be submitted by patients directly to the insurance company. Dr. Lee has also opted out of Medicare; patients with Medicare must therefore agree in writing not to submit claims to Medicare if they wish to be seen by Dr. Lee.

TELEPHONE POLICY AND EMERGENCY POLICY

The best way to reach Dr. Lee is by calling the office phone and leaving a message; she will return your call as soon as she can. If there is an emergency, you may reach Dr. Lee by calling her cell phone number. Please note that Dr. Lee is not able to answer her cell phone at all times; therefore, if there is an emergency and you are not able to reach Dr. Lee on her cell phone, please call 911 or go to the nearest emergency room.

EMAIL AND TEXT MESSAGE POLICY

Dr. Lee regularly checks her office email, drlee@janetleemd.com, but email is reserved for logistical issues such as scheduling appointments and requesting refills. Please note that Dr. Lee does not text message her patients.

CANCELLATIONS OR MISSED APPOINTMENTS

If you are unable to make an appointment, please let Dr. Lee know as soon as possible by calling the office and leaving a voicemail message. Because your appointment time is reserved for you, you will be charged the full appointment fee unless you cancel 48 hours in advance (not including weekends or holidays). Exceptions to the missed appointment fee will be made for weather emergencies. If you are late for your appointment, you will be seen for the remaining appointment time and will be charged the full appointment fee.