Privacy Practices & Office Policies

Privacy Practices:

(English): Your Information. Your Rights. Our Responsibilities

(Español): Su información. Sus derechos. Nuestras responsabilidades

Office Policies:

Patient and Visitor Photography & Media Policy:

Respect Privacy: No Unauthorized Recording or Streaming

- Towson Orthopaedic Associates (TOA) values the privacy and dignity of our staff and patients.
- No photography, recording, or live streaming of staff or other patients is permitted.
- Unauthorized recordings, including those from hidden devices, are strictly prohibited.
- Violations may result in immediate action in accordance with practice policy.

Appointments

Office hours are from 8:00 a.m. until 4:30 p.m., Monday through Thursday (3:00 p.m. on Friday). Please note the physicians do have varying clinical hours. Allow one business day for return phone calls. Please call 410-337-7900 during office hours for an appointment. If you cannot keep an appointment, please notify the office within 24 hours, or a $25.00 cancellation fee will apply. We respect your time and make every effort to see each patient promptly. However, because occasional unforeseeable problems can develop, unavoidable delays can occur. We sincerely appreciate your cooperation at these times.

Calls for Physicians and Refills

Calls for physicians will usually be directed to the physician's secretary. Please fully explain the problem to your physician's secretary, who will relay the message to the doctor and return the response to you. Please request prescriptions before noon so that the secretary will have a chance to contact your doctor and the pharmacy. Prescription refill requests will only be handled during office hours. If you are taking narcotic pain medication, the doctor on call at night or on the weekend will not authorize refills. Please plan your refill needs in advance.

Hospital Admissions and Surgery Scheduling

If your doctor recommends surgery or hospitalization, a surgery scheduler or secretary will make the arrangements for you and answer any questions you may have.

Registration

Patients are asked to complete pre-registration using a secure Phreesia link prior to arrival of their appointment. Patients must still report to the registration desk to sign in and complete all necessary information. Any needed referrals must be received before the patient can be seen. Please bring all up-to-date insurance cards so we may copy them, verify coverage, and determine if pre-certification is required. A photo ID is required to verify your identity. Please be prepared to pay any co-pay. These requirements are set by insurance companies.

Office Procedures

After your examination, your doctor may give you prescriptions, instructions, or other recommendations. We encourage you to ask any questions at that time.

Artificial Intelligence (AI) Documentation

As part of your care, AI technology, including ambient dictation software, may be used to assist in creating clinical notes. All information is securely stored, deleted after use, and handled in compliance with applicable privacy laws. Please ask your provider if you have any questions or concerns.

Payment Policy

We are required by our contracts with your insurer to collect payment of deductibles and co-payments for services at the time they are rendered. Towson Orthopaedic Associates accepts personal checks, American Express, Visa, Discover, and MasterCard. As a courtesy, we will file your insurance at no charge. To provide this service, we must have all insurance information and a signed authorization. Our financial coordinators are available to discuss your account and any payment arrangements that may be necessary. You are ultimately responsible for payment of your account. We participate in most area insurance plans, HMOs, and PPOs. A referral is usually required from your primary physician. If your insurance plan requires written authorization or referral, you must bring it with you to your appointment. If a telephone referral is required, please ensure your referring physician's office has completed it prior to your visit. See "Billing & Insurance" for a list of participating insurance plans.

Financial Policy

I understand my responsibility for payment and guarantee my account balance with Towson Orthopaedic Associates. Towson Orthopaedic Associates will bill my insurance as a courtesy. Any balance not resolved within 60 days may become my responsibility. Overpayments will be refunded. If my insurer pays me directly, I am responsible for remitting payment to Towson Orthopaedic Associates. Workers Compensation patients are not responsible for charges unless their claim is denied. Accounts sent to collections will incur a 35 percent collection fee.

Forms

We do not charge a fee for completion of forms. There is a two-week turnaround for completion of all forms. You will be contacted once the form is complete. See our Patient Forms page for additional information.

Marketing

We may contact you to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.

Wireless Communication Consent

I expressly consent and authorize Towson Orthopaedic Associates, Inc. and its agents to contact me at any telephone number, including wireless numbers, email addresses, or other electronic identifiers that I have provided. I authorize communication using any current or future methods, including automated dialing systems, prerecorded or artificial voice messages, SMS text messages, or other electronic communications, for purposes related to services received or to be received, including operations, quality matters, patient satisfaction surveys, and collection of amounts owed on my account. I also authorize voicemail and answering machine messages in compliance with applicable laws. I agree to promptly notify Towson Orthopaedic Associates, Inc. if any of my contact information changes or is no longer in use.

Our Staff

Good medical care is enhanced by mutual understanding, respect, and trust. At Towson Orthopaedic Associates, P.A., we are proud of our experienced staff, each of whom plays an important role in quality patient care. Every member of our team, in all departments, is available to answer your questions and offer assistance promptly and courteously. Our goal is to provide the highest quality orthopaedic services possible. Should you have any questions, comments, or suggestions on how we may improve our service, please let us know. We have enjoyed a close relationship with our patients for the past 70 years.

Parking

Our Towson, Rosedale, and Bel Air offices provide free and convenient parking.

Website: Cookies & Third-party Service Providers

Tracking cookies are used to collect personally unidentifiable information such as IP address, operating system type, and location. Google Analytics Advertising features are enabled to track audience demographics and interests to help us better understand our users. This data may be used along with Facebook remarketing pixels to improve user experience and present relevant advertisements.

Tracking tools include:

Google Analytics: Click here to learn how Google uses information.

Facebook Ads: Opt-out here>>

Google Ads: Opt-out here>>

X-Ray Services

For your convenience, X-ray services are available at all of our offices. You are assured of receiving treatment from specially trained and licensed staff using up-to-date equipment.