

Practice Overview

Welcome to Primary Pediatrics

At Primary Pediatrics, we are committed to providing exceptional pediatric care with convenience, compassion, and choice. We proudly serve families from three Maryland locations, making it easy to receive care close to home. Most of our providers rotate between offices, allowing you to schedule appointments at the location that is most convenient for your family.

Our Locations

Laurel Office

9811 Mallard Drive, Suite 102

Laurel, MD 20708

Phone: 301-776-8000

Fax: 301-776-8052

Office Hours

- Monday–Friday: 8:00 AM – 5:00 PM
 - Saturday: 8:00 AM – 12:30 PM
 - Sunday: Closed
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Silver Spring Office

12520 Prosperity Drive, Suite 150

Silver Spring, MD 20904

Phone: 301-989-0085

Fax: 301-989-9063

Office Hours

- Monday–Friday: 8:00 AM – 5:00 PM
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Bowie Office

17341 Melford Blvd, Suite M

Bowie, MD 20715

Phone: 301-464-2300

Fax: 240-559-0087

Office Hours

- Monday–Friday: 8:00 AM – 5:00 PM

Appointments

Same-Day Sick Appointments

If your child becomes ill, we encourage you to call as early as possible. With three convenient locations, we offer same-day appointments whenever available.

Walk-In Sick Visits (Established Patients Only)

Walk-in appointments are designed for uncomplicated, short-term illnesses and minor injuries. They are **not intended for Well-Child Visits, chronic conditions, or complex medical concerns.**

Common reasons for walk-in visits include:

- Fever
- Sore throat
- Ear pain
- Cough
- Vomiting
- Diarrhea
- Pink eye
- Rash
- Wheezing or asthma flare
- Minor recent injuries

Please Schedule an Appointment for:

- Behavioral concerns
 - Headaches
 - Feeding or eating concerns
 - Sleep problems
 - Constipation
 - Ongoing or recurring symptoms
 - Recurrent injuries
 - Multiple concerns during one visit
 - Unexplained or chronic discomfort
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Well-Child Visits

Routine wellness visits are an important part of your child's health and development. Following the American Academy of Pediatrics (AAP) Bright Futures Guidelines, we recommend visits at:

- Newborn (approximately 2 days after hospital discharge or as directed)
- 2 weeks
- 2, 4, 6, 9, 12, 15, and 18 months
- 2 years
- 30 months
- Annually thereafter

During a Well-Child Visit, your provider will:

- Review your child's growth and development
- Perform a complete physical examination
- Discuss nutrition, behavior, sleep, and safety
- Answer your questions and concerns
- Administer recommended immunizations
- Perform any necessary laboratory testing

Before seeking specialty care, please speak with us first. Our providers manage many pediatric conditions in the office and can recommend the most appropriate specialist—including behavioral and mental health services—when necessary.

Appointment Policies

Parents and guardians are responsible for keeping scheduled appointments.

If you need to cancel or reschedule, please provide:

- **24 hours' notice** for Well-Child Visits and physicals
- **2 hours' notice** for sick visits

Missed Appointment Fees

- Office Visit No-Show: **\$35**
- Consultation or Behavioral Health No-Show: **\$50**

Late Arrivals

Patients arriving after their scheduled appointment time may be asked to reschedule to avoid delays for other families.

New Patients

Please arrive **15 minutes before** your first appointment and complete the New Patient Forms available under the **Patient Resources** section of our website.

Please bring:

- Insurance card
- Valid photo ID
- Current medication list
- Co-payment (if applicable)
- Previous medical records
- Immunization records

Our Immunization Policy

Primary Pediatrics follows the immunization recommendations of the American Academy of Pediatrics (AAP) and the Centers for Disease Control and Prevention (CDC).

We firmly believe vaccines are one of the safest and most effective ways to protect children from serious, preventable diseases. Our providers are happy to answer questions and discuss any concerns you may have.

Because we are committed to protecting the health of our patients—including infants and medically vulnerable children—we do not accept new patients whose families choose not to vaccinate according to the recommended immunization schedule.

Patient Portal & Communication

The myPrivia Patient Portal, hosted by athenahealth, is a secure web portal that provides patients with 24/7 access to their personal health information. On the patient portal, patients can view test results and visit summaries, pay bills, schedule and manage appointments, message their providers and care team, and more.

Our phone lines are open beginning at **8:00 AM Monday through Saturday**.

Our experienced triage nurses are available to answer medical questions and provide guidance. When appropriate, they consult directly with one of our physicians or nurse practitioners before returning your call.

After normal business hours, our nurse triage service is available for urgent medical concerns.

Please note:

- Routine questions should be addressed during regular office hours.

- The on-call provider cannot schedule routine appointments.
 - Appointments may be made by calling the office during business hours or scheduling online.
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Insurance & Managed Care

Primary Pediatrics participates with most major insurance plans.

For insurance or billing questions, please contact our Billing Department at **301-776-8000 (Option 5)**.

Please remember:

- Bring your current insurance card to every visit.
 - It is your responsibility to understand your insurance benefits, coverage limitations, deductibles, and exclusions.
 - Co-payments and deductibles are due at the time of service.
 - Some insurance plans require laboratory testing to be completed at outside facilities.
 - Routine referrals require up to **three business days** to process and may require an appointment before authorization.
 - Referrals cannot be issued retroactively.
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Prescriptions & Medication Refills

Medication refills may require an appointment before authorization.

Electronic prescriptions are sent directly to your preferred pharmacy.

To request a refill, call any office location and select **Option 2**, via the patient portal.

Please allow up to **three business days** for refill requests.

Forms & Medical Records

Please allow adequate processing time for forms and records.

Processing Times

- Forms: **3 business days**
- Medical Records: **5 business days** (speak to a team member for more information)

Fees

- School Forms — **\$20**
- Medication Administration Forms — **\$20**

- Letters — **\$20**
 - FMLA/Disability Packets — **\$50**
 - Ear Piercing — **\$60**
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Email Communication

For non-medical and non-urgent questions, please email the appropriate office:

Laurel

laurelfd@primarypedsmd.com

Silver Spring

ssfd@primarypedsmd.com

Bowie

bowiefd@primarypedsmd.com

Please do not use email for urgent medical concerns.

Financial Responsibility

As a courtesy, we submit claims to insurance companies with whom we participate.

If insurance information is unavailable or invalid at the time of service, payment in full will be expected.

Parents and guardians are responsible for all charges not covered by insurance.

Payment Information

We accept:

- Cash
- Major credit cards

Co-payments are due at check-in.

Deductibles are due on the day of service.

For balances greater than **\$500**, interest-free short-term payment plans are available by contacting our Billing Department at **301-776-8000 (Option 5)**.

Accounts that become significantly past due may affect future scheduling until payment arrangements have been established.

Thank you for choosing Primary Pediatrics. We appreciate the trust you place in us and look forward to partnering with you to keep your children healthy from infancy through adolescence. *Last Updated: July 1, 2026*