



4371 Ferguson Drive
Cincinnati, OH 45245
513-752-3650
pedsmtcarmel.com

Adult Patient Program

What is it?

The Adult Patient Program is for our established patients aged 18-21 years. It is intended to allow our patients to stay in their medical home as they take on the increased responsibility for their medical care.

What does the program entail?

When patients turn 18 years old, they will become primarily responsible for their appointments, medications, test results, and account. Parents or legal guardians can remain involved, with the patient's permission, to help ease this transition.

Patients should schedule their own appointments. They are encouraged to be seen for a complete wellness exam annually. These visits are required for patients who are on chronic medications that are prescribed by one of our physicians. In addition, follow up appointments for various medical conditions are also expected and will be determined by the physician or provider that primarily cares for the patient.

Medication refills should be requested by the patients and can be done via the phone or our patient portal, My Kid's Chart.

The adult patient is responsible for keeping their demographic information up to date including phone number, email address, and mailing address so that they can be contacted about matters related to their medical care or account.

The parent or guardian who carries the patient's insurance will be retained on the account, unless the patient carries their own insurance. The patient will be responsible for copayments at the time of service and will receive the bill for any outstanding charges. The patient is also responsible for all items listed in our Financial Policy.

What will change when a patient becomes 18?

Due to HIPPA privacy policies, parents and guardians of an adult patient will not be able to schedule appointments, request medication refills, receive test results, or discuss a patient's condition or treatment. They will also not receive bills or be able to request any financial information related to the patient's account.

An adult patient may complete a Communication Release of Information form and designate authorized representatives to act on their behalf in regards to appointments, medications, test results, medical information or advice, and billing. The patient, however, is ultimately responsible for all of these aspects of their medical care.

Parents or guardians with portal access to a patient's chart will have that access removed once a patient turns 18 years. The portal can still be used for messaging as it relates to appointments, medication requests, medical advice, and financial information provided that those permissions have been authorized by the patient with the Communication Release of Information form and the Adult Patient-My Kid's Chart Registration.

Upon turning 18 years, patients will be offered the opportunity to create their own portal account. This will give them access to their medical information including upcoming appointments, medications, and immunization record. They will also have the ability to message the office through the portal.

What will stay the same?

Adult patients will continue to have access to all of the physicians and staff for their medical care at any of our 3 offices. They should be seen annually for a complete wellness exam and stay up-to-date on routine vaccinations. Patients will also have the ability to receive mental health services and contraceptive care, and TeleHealth services will continue to be an option for patients who reside in Ohio. We prefer that patients come to our office for acute medical needs such as illness or injury rather than utilizing retail based clinics, urgent cares, or emergency rooms unless absolutely necessary so that we can stay involved in your care and have comprehensive knowledge your medical history and needs.

If an adult patient has or develops a medical condition that requires the care of a specialist, we will refer patients to the appropriate provider. Patients will be responsible for identifying a provider that is covered by their insurance and making these appointments. If a referral is required by the provider or the patient's insurance in order to schedule, we will process these upon request.

Some of the departments at Cincinnati Children's Hospital will see patients that are 18 years or older for ongoing care or new problems. Alternatively, the following physician finder tools from some of the area's major health systems can be used as a resource, as can a patient's insurance company by calling their member services phone number or visiting their websites:

UC Health: <https://www.uchealth.com/physician-search/>

Christ Hospital: <https://www.thechristhospital.com/physician>

TriHealth: <https://www.trihealth.com/institutes-and-services>

Mercy Health: <https://www.mercy.com/find-a-doctor>

We will also continue to provide prior authorization services for medical tests and prescriptions as necessary.

Parents or other adults with legal guardianship of a patient due to special healthcare needs will continue to be the primary contact and responsible for all medical decision making for the patient.

How long can the adult patient remain in the practice?

Adult patients will be expected transfer their care to a new medical provider that can treat them through adulthood by the time that they are 21 years old. Planning for this transition should be done in advance of patient's 21st birthday, especially if the patient takes prescription medications or has ongoing medical needs.