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Framingham Pediatrics Boston Children's Primary Care Alliance

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We are very pleased to participate in the health care of your family. The pediatricians and staff of Framingham Pediatrics provide the highest quality health care in a comfortable and efficient manner. This informational handout will answer many of your questions about how our practice is organized. Please feel free to ask any questions that you may have about the practice.

We are all board-certified pediatricians. We feel strongly that each of our patients should have one individual primary care physician who knows them well and not simply be a patient of a group practice. **Whenever possible, you will see your own doctor when you visit the office.** If your doctor is not available, another provider will provide care. We are all interested in helping with your children's developmental, behavioral, and school problems in addition to their medical problems and we encourage you to bring these issues to our attention. Members of our team are proficient in both Spanish and Brazilian Portuguese and can provide assistance. In addition, we can access an interpreter via an internet service.

OFFICE HOURS:

Monday- Thursday 8:30a.m.- 7:00p.m. (Summer hours are 8:30a.m.- 5:00p.m.)

Friday 8:30a.m.- 5:00p.m.

Saturday, Sunday, and Holidays 8:30a.m.- 12:00p.m. for urgent visits only!

TELEPHONE:

The call time is from 8:30- 9:00a.m. daily. During this time, we are available to answer any questions you may have or to discuss issues that are of concern to you. On weekends, the doctor on call will be available at this time. The phones are open during our regular office hours, except for lunch (12:00- 1:00p.m.) when the phones are forwarded to our answering service. We can always be reached by our answering service in the event of an emergency. Our nurses have been trained to handle many of the problems that may arise and are available to help answer your questions and help determine whether and how quickly your child needs to be seen.

WEBSITE:

For more information about our office and staff, as well as information on a variety of pediatric topics and helpful links to other interesting sites on the internet, please see our practice web page at **www.framinghampediatrics.com**. Our website is updated regularly so we ask that you check it often!

MyChart:

Our staff will help you sign up for MyChart which will give you and your older children access to their medical records and health forms. You will also be able to pay a bill, request a refill, email the doctor or contact staff and schedule an appointment. **Please CALL our office for any urgent issues** as the MyChart patient portal should not be used for urgent questions.

SCHEDULING APPOINTMENTS:

Our visits are by appointment only. We require 24-hour notice for cancellations. We suggest you schedule yearly physicals at least 3 months ahead and we can schedule them a year ahead. You can use MyChart to schedule well visits as well as sick visits. All "sick" or urgent care appointments are booked on a same day basis. We leave time in each day's schedule to see sick patients. We ask that you schedule a same day sick appointment on MyChart or call as early in the day as possible (after 8:30 a.m.) to help us meet your needs.

AFTER HOURS:

Please reserve calls during non-office hours for urgent problems that cannot wait until the office re-opens. One of our doctors is always on call. We use an excellent pediatric nursing triage service for after-hour calls. You can reach the service after hours by calling our office number directly and following the instructions on the recorded message. You should expect to hear back from the on-call physician or nurse within 30 minutes. If you do not receive a call back within this time frame, please call the answering service again. The on-call physician is available in the office on Saturday, Sunday, and holiday mornings to see sick patients. Please call early in the morning if you feel that your child needs to be seen. If you have an after-hours emergency that needs *immediate* attention, call 911 or take your child directly to the nearest emergency room and ask them to call us.

MEDICAL HOME:

We are proud to offer the Framingham Pediatrics Medical Home. The American Academy of Pediatrics describes the patient-centered medical home as a model of delivering pediatric care that is accessible, continuous, comprehensive, family-centered, coordinated, compassionate, and culturally effective. Our Medical Home Coordinator, Hannah Vereker, takes an active role in helping us to coordinate the care of our patients with special health care needs and to ensure that all our patients receive care in the manner described above. Please let Hannah know if she can be of help to your family in coordinating medical care or other medically related needs.

OUR TEAM:

We know you will agree that we have the best office staff anywhere! For more information about all our staff members and for information on the educational background and training of our pediatricians, visit our web page at www.framinghampediatrics.com.

INTERGRATED BEHAVIORAL HEALTH PROGRAM AT FRAMINGHAM PEDIATRICS:

Sarah Gupta, LICSW and Dr. Maxine Kantor provide consultation, evaluation, education, brief treatment and referral guidance for children and families in coordination with the primary care physician. Feel free to contact your pediatrician if you think that this service might be of benefit to your family.

NUTRITIONIST:

Katelyn Castro R.D. is a pediatric nutritionist with extensive knowledge and experience in all types of pediatric nutritional problems. Please contact your child's primary care physician to discuss nutrition consultation.

HOSPITAL AFFILIATIONS:

We are very proud of our close affiliation with Boston Children's Hospital through our membership and active involvement in the Pediatric Physicians' Organization at Children's (PPOC). Through our affiliation with MetroWest Medical Center in Framingham we refer patients to the Emergency Room, outpatient lab and radiology service.

FINANCES:

We accept a wide variety of insurances. Please make sure we always have your most updated contact information. You will be asked to show your insurance card at every visit. Co-pays are due at the time of service as well as any balances owed on your account. Payments can be in the form of cash, check, Master Card, Visa, or American Express. You will be asked to sign a more detailed financial agreement when you check in for your first appointment.

Please do not hesitate to call with any questions that may arise. Our Practice Manager, Dianne Durkee, is always available to assist you.