

Pediatric Associates of Medford, P.C.

101 Main Street, Suite 201
Medford, MA 02155

781-396-1288 (office)

781-391-1989 (fax)

781-391-1366 (billing)

www.medfordpedi.com

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Welcome to Pediatric Associates of Medford!

We are a group of pediatricians, nurses, medical assistants, and administrative staff who are dedicated to providing the highest quality of health care possible in a caring and efficient manner. This brochure 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.

Our Doctors

The doctors in our practice are all board-certified pediatricians. We urge you to choose a specific physician for your child's health care. Your child will be seen by his or her own physician for well child visits and, whenever possible, for sick visits. If your physician is not available for a needed appointment, you may request or you will be offered another of our doctors for that visit.

Office Hours

Our office is open 7 days a week and on all major holidays except for Christmas. Our staff is available to take calls from 8 am each day.

Patient visit hours are:

Monday-Thursday 8 am - Noon; 1 pm - 8 pm

Friday 8 am - Noon; 1 pm - 5 pm

Weekends and Holidays 9:30 am - Noon

(for urgent visits only)

Appointments

Our Visits are by Appointment Only

New patients transferring into our practice need to arrange for their medical records to be sent or brought to our office prior to being seen for a routine physical exam.

Well child visits can be scheduled up to one year in advance and can usually be scheduled within 4 weeks. Please be aware that after-school and school vacation appointments are extremely popular and are filled very quickly. If scheduling an appointment for these times, please call well in advance. We encourage families with infants and toddlers to schedule appointments in the morning, when they are less likely to be exposed to older, sick children. A parent or legal guardian must accompany his or her child for routine physical exam visits until the child is 18 years of age.

Urgent sick visits for acute illness are scheduled the same day, whenever possible, based on triage of your child's condition. If you feel your child needs to be seen the same day, we encourage you to call as early in the day as possible. Except in very particular circumstances, a child under 18 must either be accompanied by a parent or guardian at a sick visit, or have a written note from the parent or guardian authorizing another adult to act on the parent's behalf at that visit.

Our physicians make every effort to see their patients on time, and we ask that you extend the same courtesy to us. In the event you are more than 20 minutes late for your appointment, you may be asked to wait or reschedule. This allows those patients who have arrived on time to be seen as scheduled. If you are unable to keep your appointment, please notify the office as soon as possible.

If you miss more than one scheduled appointment without calling to cancel or reschedule, we reserve the right to charge \$25 to your account.

Telephone Calls

Please call **(781) 396-1288** for medical questions, appointments, prescription refill requests, and referral requests. **Please call our billing office at (781) 391-1366 for questions regarding billing.**

During regular office hours, phone calls are answered by our front desk staff. Any caller with a medical question (including callers requesting non-urgent advice directly from a physician) will then be triaged by a nurse or medical assistant to determine recommendations and/or need for an appointment. These individuals have received extensive training to handle many of the questions which you may have. It is our policy that any urgent phone call be addressed as soon as possible and within 1 hour. Other medical calls which may require an appointment within 24 hours will be returned before noon if you call in the morning and before the office closes if you call after noon.

After regular office hours, one of our physicians is on call at all times (24 hours a day, 7 days a week). We ask that you kindly reserve calls during non-office hours for urgent problems that cannot wait until the office reopens in the morning. After regular office hours, please call our regular number, **(781) 396-1288**, for any urgent issues. Your call will be answered by our answering service and your message sent to the on-call physician. It is our policy to return after-hours calls within 1 hour. Please be aware that if you have Caller ID/Anonymous Call Rejection on your phone line, we will not be able to return your call unless you disable this feature by dialing ***87** on your phone.

If your call is emergent, please let the answering service know this, and you will be connected with the oncall physician at the time of your call. Between the hours of 11 PM and 8 AM, and occasionally at other times, your call will be handled by Night Nurse, an organization which employs pediatric registered nurses to administer expert telephone advice. If need be, the Night Nurse can contact the on-call physician for any issue with which he/she needs assistance.

Prescription Refills

Please call **(781) 396-1288** during regular office hours for prescription refills. Please allow 2 regular business days for all refills. We do not routinely refill prescriptions after regular office hours.

Referrals to Specialists

Our office can assist you in finding a specialist for your child when necessary. We will make every effort to coordinate visits for multiple specialists and/or diagnostic testing during one trip, although more complex issues may require more than one trip. If your insurance requires you to obtain a referral from your doctor to see a specialist, please call us in advance of the visit and provide us with the specialist's name, the date of the appointment, the number of visits you may need, and the specialist's contact information.

Health Forms

At each routine physical exam visit you will be given a health form that contains your child's health information, vaccination record, and clearance (as is appropriate) to participate in all activities. We encourage you to keep this form in your possession; it can be copied and given to any school, camp, or sports organization who may request one for the next year. If you need any additional health forms completed, we require 10 regular business days' advance notice and we reserve the right to charge \$10 to your account.

Electronic Access

We have secure email capability via a Patient Portal as a means of communication between our families and our office. Please speak with one of our office staff members to obtain more information and to register.

Our Website

Please visit our website at: **www.medfordpedi.com**. You will see more information about our office and staff, as well as information on a variety of pediatric topics.

Hospital Affiliations

We are on the active staff of Winchester Hospital. We attend in the newborn nursery to all babies who will be coming to our practice and on the pediatric floor to any of our patients admitted to for non-surgical problems. If your child needs to be hospitalized, often she or he can be cared for close to home at Winchester Hospital. If there is a special problem, however, or by parental preference, we may refer you to Children's Hospital, Massachusetts General Hospital, or the Boston Floating Hospital.

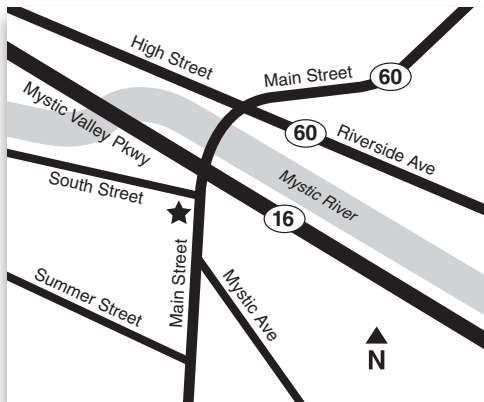
Language/Translation Services

We have personnel in our office who are proficient in Spanish, Arabic, and French. If you provide us with advance notice, we can arrange for telephone translation services if you will need them at an upcoming appointment.

Payment Procedures

We accept a wide variety of insurances. You should arrive at our office with your appropriate insurance information. You are required to pay any copayments at the time of the visit. Your account will be charged \$3 if we need to bill you for your co-payment.

Payments can be made by cash, check, Mastercard, Visa, Discover, or American Express. If you are not currently covered by medical insurance, our office will assist you in arranging for this coverage. Please contact our billing office at **(781) 391-1366** (M-Th 8 am -3 pm) with any billing inquiries you may have.



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