



# FRAMINGHAM PEDIATRICS

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We are very pleased to participate in the health care of your family. The pediatricians and staff of Framingham Pediatrics are dedicated to providing 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 off at that time, another one of the doctors will always be covering. 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. We have personnel who are proficient in both Spanish and Portuguese who will do their best to assist your needs.

## **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:**

**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, with the exception of lunch (12:00- 1:00p.m.) when the phones are forwarded to our answering service. We are always reachable by the service in the event of an emergency. Our nurses have been trained to handle many of the problems that may arise and are willing to help answer your questions and help determine whether and how quickly your child needs to be seen. If a nurse is unavailable at the time of your call you will receive a call back as soon as possible; always before noon if you call in the morning or before the office closes if you call after noon.

## **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](http://www.framinghampediatrics.com)**. Our website is updated regularly so we ask that you check it often!

## **E-MAIL:**

The doctors are also available for non-urgent questions via e-mail, which may take up to 72 hours for a response. We ask that you use our secure e-mail through our Patient Portal. Please ask our staff about signing up for this feature.

## **SCHEDULING APPOINTMENTS:**

Our visits are by appointment only. We have tried to make our office hours as flexible as possible in order to accommodate the needs of different families. **We try very hard to see our patients on time, and we ask that you extend the same courtesy to us.** Appointments for routine physicals or for special problems should be scheduled well in advance so we can offer you a variety of time and date options to fit your schedule. Please notify us as soon as possible if you are unable to keep an appointment. 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 who need or wish to be seen that day. We ask that you call as early in the day as possible (after 8:30a.m.) in order to help us fit your needs.

### **AFTER HOURS:**

One of our doctors is on call at all times. We use an excellent pediatric nursing triage service, Night Nurse, for after hours 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. ***Kindly reserve calls during non-office hours for urgent problems that cannot wait until the office re-opens.*** The on-call physician is available in the office on Saturday, Sunday, and holiday mornings to see sick patients who cannot wait until the next working day to be seen. 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 bring your child directly to the nearest emergency room and ask them to call us. When possible, we would encourage you to use the Framingham Union Hospital emergency room as it is staffed by doctors from the Floating Hospital for Children at Tufts Medical Center specifically trained in pediatric emergency medicine.

### **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 of 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 of our staff members, and for information on the educational background and training of our pediatricians, visit our web page at [www.framinghampediatrics.com](http://www.framinghampediatrics.com).

### **INTERGRATED BEHAVIORAL HEALTH PROGRAM AT FRAMINGHAM PEDIATRICS:**

We are very excited to introduce a new partnership with Psychological Care Associates to provide psychological services on site, alongside, and in collaboration with your pediatrician. Either Dr. Megan Cassidy or Dr. Iris Miller will be in our office during the work week. They will provide consultation, evaluation, education, brief treatment, and referral guidance for children and families in coordination with the primary care pediatrician. Feel free to contact your pediatrician if you think that this service might be of benefit to your family.

### **NUTRITIONIST:**

Karen McGrail, R.D. is a pediatric nutritionist with extensive knowledge and experience in all types of pediatric nutritional problems. She sees patients in the office at our request on a part time basis. Please contact your child’s primary care physician to request her services.

### **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, and admit patients to the pediatric in-patient unit. For more detailed information, please see our web page.

### **FINANCES:**

We accept a wide variety of insurances. We ask that you always come to our office with the appropriate insurance information and that you **be prepared to pay any co-payments or co-insurance that is your responsibility each time your child or children come to the office.** Payments can be in the form of cash, check, Master Card, Visa, or American Express. Please contact our office in regards to any insurance questions or payment plan options. All claims are submitted directly to your insurance company and we will contact you if the insurer has not paid us within 45 days.

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