

Office Hours:

- We are open Monday - Friday from 8AM - 6PM
- To better serve the needs of our families, we are also open:
 - Wednesday and Thursday evenings until 8PM
 - Saturday and Sunday mornings, 8:30AM-Noon
- We are closed on Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas and New Years.

Phone:

- Main Number: (508) 295-8622
- Fax Number: (508) 295-5386
- After Hours Phone Service
24 hours, 7 days per week

Our Physicians and well-trained triage nurses are available to you after hours by phone, seven days a week, twenty-four hours a day. Our answering service can be reached after hours by calling the main office number; follow the recorded instructions.

After hours well-trained pediatric nurses follow protocols approved by our doctors. If necessary the on-call doctor will be consulted by the nurse.

Please use this service with respect - it is available for families with urgent and/or semi-urgent questions and concerns only.

What else you can expect from us:

- Referrals-
In an effort to ensure your child gets the highest quality health care in an appropriate setting, we do not authorize referrals to see specialists without seeing your child in the office first.
- Coordination of Care –
Should you need help coordinating other aspects of your child's health care, please make sure that we know this. If we are unable to assist you we will work to connect you to others who can.
- If You Need Help -
Should you have any other special needs or requests please let your doctor, nurse or office staff person know and we will make every effort to help you.
- Refills –
Should your child need a refill of a chronic medication call our office and follow the instructions to leave a message in our Refill Request Box. Please allow 2 business days for refills to be processed. If your child has not had a physical exam in the past 12 months or has not followed up as requested, you will be asked to schedule an appointment prior to refilling the medication for patient safety and quality care.

~ To our Patients and their Families ~



John A. Conway, MD
Steven J. Mendes, MD, MPH
Jason E. Reynolds, MD, PhD
Jennifer Russell, MD
Janine Stello, FNP
Ann Marie Sylvester, PNP
Beth Weinberg, LMHC
Michelle Anderson, PNP
Elizabeth Coughlin, FNP
Amanda Conley, PNP

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Boston Children's Hospital
Community of Care
Preferred Pediatric Practice

Until every child is well™

Welcome!

On behalf of the staff at Wareham Pediatrics, I would like to thank you for choosing us for your child's health care needs. Our pediatric practice has an established reputation in the community, and because of our high quality, we were chosen by Children's Hospital Boston to participate in their Pediatric Physician's Organization. We are an excellent source of health care and information. We enjoy the opportunity to partner with you in the care of your child. The health and wellness of your family is our priority.

Together we will be better able to meet your child's health care needs.

We invite you to read the following pages carefully. This information has been put together so that you can be familiar with our policies and procedures as well as how you can best use our practice to help your family.

Please contact us if you have any questions.

Sincerely,

Robin Zahner, Office Manager

Scheduling a Visit:

- We make every effort to schedule visits with the provider of your choice. Should your preferred provider be unavailable, you may request one of our other providers.
- We keep appointments open for urgent, same day visits; however these visits will be scheduled with the next available clinician if your preferred provider is unavailable.
- Our Phone Triage staff will make every effort to help you.
 - If you request a same day visit they will do their best to accommodate your needs.
 - However, to keep all of our families happy, we need to prioritize patients for same day **or** next day appointments using our triage policy.
- When you use our emergent after hours phone support, you may be asked to 1) come into the office the next day 2) go to the emergency room or 3) try what the doctor or nurse recommends at home first.
- When calling to schedule consults and well child care, call mid-morning or early afternoon.

At the beginning of your visit be sure to inform the nurse of provider each of your child's needs/concerns so we may address them for you.

- There are times when our providers want you to meet with other professionals at a specialist's office.

Our staff will work with you to find a day when most of these appointments can be coordinated, thus reducing extra travel time and work time lost.

TIP for Busy Families and Patients:

Call as early in the day as possible for sick visit appointment weekdays or weekends. This will increase your chance of being seen and help us meet your needs. Sick visits are scheduled on the same day or by the following morning.

If you are uninsured, our staff can provide you with resources available through the state of Massachusetts or Tobey Hospital Financial Services.