

Welcome

to



74 Loomis Street, Bedford, MA 01730

Phone: 781-674-2900 Fax: 781-275-0688

patriotpediatrics.com

Thank you for choosing Patriot Pediatrics to care for your child's health. You are your child's most important caregiver, and we look forward to working with you to make sure your child stays healthy and happy as he/she grows.

Our practice provides children of all ages with personalized primary care, preventative health maintenance care, and specialty pediatric services. We encourage regular well child visits for healthy children and fully immunize our patients according to the CDC vaccine schedule. We also fully coordinate care for children with disabilities, chronic illness, and other complex medical conditions.

Patriot Pediatrics has become a part of the medical home model. Patient Centered Medical Home is an approach to providing comprehensive primary care that facilitates partnership between patients, families and their providers. We believe that individuals and families deserve a Medical Home, where evidenced-based care is accessible, continuous, comprehensive, patient and family-centered, coordinated, compassionate, and culturally effective.

We believe that Medical Home promotes prevention and wellness and provides management of acute and chronic health conditions. A Medical Home serves as the first point-of-contact; coordinates care with other providers, community resources, and behavioral health resources as necessary; integrates care across the health system; and provides care, health education, and self management tools in a culturally competent manner.

We hope that the information provided here will answer many of the questions you may have about our practice.



Location & Contact Information:

Patriot Pediatrics
74 Loomis Street
Bedford, MA 01730

Phone: 781-674-2900
Fax: 781-275-0688
Billing: 617-726-3884

Directions to our practice are available on our website:
www.patriotpediatrics.com

Patriot Pediatrics is open 365 days per year!

Regular/Extended Office Hours:

Our regular office hours are:

Monday-Friday 9:30am-5:00pm *(by appointment only)*
(The answering service takes calls during lunch from 12:30-1:30pm, M-F.)

Our extended office hours are:

Monday-Thursday 5:30pm-8:30pm *(by appointment only)*

Weekend/Holiday Office Hours:

Our weekend/holiday office hours start at 9:30am by appointment only.

Please call early starting at 9:00am for appointments as we book as we go (9:30, 9:45, 10:00) and may leave on weekends and holidays once all patients have been seen.

Walk-In Hour:

Our walk in hours are Monday-Friday 8:30am-9:30am

Walk-in hour is for acute, urgent visits ONLY!

Chronic or persistent issues should be scheduled appointments, as these visits may require more time than can be allotted during the walk-in period. Please call the office if you are unsure if your child's visit requires extra time.

Holidays Observed:

Labor Day
Thanksgiving
Day after Thanksgiving
Christmas
New Year's Day

Martin Luther King Day
President's Day
Patriot's Day
Memorial Day
Independence Day

After Hour Services:

Medical Services are available to our patients 24 hours a day, 7 days a week for emergencies and urgent health concerns. If your child is sick or has a medical problem and you are not sure it can wait until regular office hours, please call us at any time for advice. Even when we are closed, you should call our office at 781-674-2900.

When you call after regular office hours, you will be connected with our after-hours on call service-the Nurse Telephone Triage Service. The nurse can answer any questions you have and will advise you on what to do if your child needs to be seen immediately. A doctor is always on call if the nurse has any questions or needs assistance.

Appointments

New Patients:

It is the policy at Patriot Pediatrics to schedule new patient appointments once medical records have been received from the previous pediatrician. (An urgent or ill visit can be scheduled without records, if needed.) To schedule routine well child appointments, please work with our front desk staff to have a record release signed by you and sent to your previous pediatrician, so records may be received and reviewed by our providers, prior to the well child appointment at our office. This release form can be faxed, e-mailed or mailed to you at your request.

Scheduling Routine Physical or Follow-Up Appointments:

To schedule a routine well child appointment or follow-up visit, please call our office during regular business hours, Monday -Friday at 781-674-2900 at least one month in advance. Please select the option on our telephone menu to schedule a routine physical or follow-up appointment (speak to front desk).

If you call during regular business hours because your child is sick or has an urgent medical problem, you will speak to a staff member who will either schedule an appointment for you or put you in touch with a nurse.

If a nurse is not available to speak with you when you call, he/she will return your call within one hour. The nurse will help determine what might be wrong with your child. If your child does not need to be seen in the office, the nurse will tell you how to help your child at home. If you and the nurse determine that your child needs to be seen by a nurse practitioner or doctor, we will do our best to schedule an appointment for that same day or next day.

Appointment Policies:

Please try and arrive at least 5 minutes early for your appointment. There will be paperwork or other administrative items that need to be taken care of before your appointment. If patients arrive late we are unable to keep our schedule during the course of the day. Patients who are more than 15 minutes late may be asked to reschedule their appointments. If you are going to be late, please call us so that we can try to rearrange our schedule. Every effort will be made to accommodate you.

We always try to schedule sick visits the same day they are requested. Because of this, there may be occasional delays when emergencies arise or there are more urgent care visits than usual. We apologize for any delays you may experience as a result of this and appreciate your understanding.

Cancellation Policy:

Please call at least 24 hours in advance if you need to cancel or reschedule your appointment. No shows and same day cancellations are strongly discouraged and will be charged a \$50 fee.

Contacting the Practice During Office Hours:

When calling our office, always call the same number 781-674-2900. You will get a menu of options to direct you to the most appropriate person for your needs. Please call the office during regular business hours for routine matters such as well child appointments, prescription refills, referrals, laboratory reports and school or vaccine forms. We are not able to accommodate routine requests when our office is closed.

Patient Portal:

Patriot Pediatrics families have access to **Mass General Brigham Patient Gateway**. This online service (both web-based and smartphone app) has many features. You can request an appointment, access test results, request prescription refills, download health forms, pay a bill or ask a nurse a question. Please ask one of our staff for a registration form.

Please do not use the patient portal to send messages requiring urgent clinical advice when the office is closed. When a more immediate response is needed, please call the office to access our after hours triage.

Prescription Refills:

If you need to have your child's prescription refilled, please use **Patient Gateway**, or call our office during regular business hours at 781-674-2900. Select the option for prescription refills, and you will be connected to our prescription refill voicemail line.

You will need to have the following information available:

- Your child's name
- Your child's date of birth
- Your name
- A working telephone number where you can be reached
- The name and dosage of your child's medication
- The name and telephone number of the pharmacy you would like to use

Please allow 48 hours for us to refill the prescription. Unless you hear from us, you can assume that your prescription refill request has been processed. We will contact you only if there is a problem or we have a question about your prescription refill request.

Please remember that refills can only be given to patients who have been seen within the past year. If your child has not been seen for more than a year, you will need to schedule an appointment. After office hours, urgent refills will be handled by the doctor on call.

Referrals:

Your child's primary care doctor will assist you in coordinating all of your child's medical care, including recommendations to specialists. We coordinate care with the area hospitals and outpatient specialists by providing documentation and orders when needed. Your primary care clinician or nurse practitioner may recommend a specialist and we will provide you with the contact information. Once an appointment has been made, please notify the triage nurses by phone or the patient portal during regular office hours if any documentation or lab work should be faxed to the specialist prior to your visit.

If your insurance requires a referral to be sent for billing purposes, please call during our regular business hours at 781-674-2900 and select option for referrals. You will be asked to leave a message with the following information:

- Your child's name
- Your child's date of birth
- The specialist's name and National Provider Identification Number (NPI#)
- The date of the appointment
- The reason for the appointment

Unless you hear from us, you can assume that your referral request has been processed. We will contact you only if there is a problem or if we have a question about your referral request.

Health Forms

If you need a health form for school, daycare, etc., please use **Patient Gateway**, or call us during regular business office hours at 781-674-2900. You will be asked to leave a message with the following information:

- Your child's name
- Your child's date of birth
- A working telephone number just in case we need to contact you

- How you would like to receive the health form i.e.: picked up, faxed, emailed or mailed home
- Please allow at least 48 hours for this request.
- College/Camp forms should be completed by parent/patient as much as possible before sending to our office. Please allow at least 7 days for college/camp forms.

Laboratory Test Results:

Results are generally available via Patient Gateway as soon as they are available. If your child's results indicate immediate follow-up care is needed, you will be notified as soon as the results are available to us. You will receive a letter either through **Patient Gateway**, or in the mail regarding routine screening labs such as lead, hemoglobin, cholesterol.

Insurance & Billing:

Please make any required payments or co-payments at the time of your visit. We accept cash, personal checks, and most major credit cards. We are aware that unforeseen problems may arise and cause a family to encounter financial problems. Please feel free to discuss any problems with our billing department. If you have questions regarding your bill, please call our billing office at 617-726-3884.

We accept most major insurance carriers and managed healthcare plans, including Masshealth, Medicaid and self pay patients. Please confirm that we accept your healthcare plan if you change insurance carriers. If you need help with obtaining insurance or financial aid, please ask the front desk staff for assistance. We provide equal access to all patients accepted into our practice, regardless of insurance status. If your plan requires you to choose a primary care physician for your child, please be sure to name Patriot Pediatrics as your primary care physician.

WIC:

WIC is a program that provides nutrition counseling and vouchers for free food, as well as other services, free of charge to Massachusetts families who qualify. The goal of WIC is to help keep pregnant and breast feeding women and children under the age of 5 healthy. The Massachusetts Department of Public Health sponsors WIC. Patriot Pediatrics assists patients and their families with all necessary paperwork pertinent to healthcare required to become enrolled in the WIC program.

Our Special Programs & Services:

We work hard to ensure that the care and services we provide reflect the needs of our patients. To meet the diverse needs of our pediatric patients, we can refer to many special programs and services.

Lactation Consultant Referral:

Mothers of our patients who are having difficulty with breast-feeding, including poor latch, sore nipples, low milk supply and breast pump use, can be referred to our in house lactation consultant, Sheilajane Lewis, RN, CPNP.



MassHealth Insurance

Massachusetts Medicaid (MassHealth) pays for health care for certain low and medium income people living in Massachusetts. MassHealth offers health-care benefits directly or by paying part or all of your health-insurance premiums. MassHealth offers different types of coverage based on your age, whether you are a parent, pregnant, disabled, and whether you work for a small employer. MassHealth will decide if you are eligible and give you the most complete coverage that you qualify for.

General Program Requirements:

In order to qualify for this benefit program, you must be a resident of the state of Massachusetts, a U.S. national, citizen or qualified noncitizen* in need of health care/insurance assistance, whose financial situation would be characterized as low income or very low income.

**Certain other noncitizens may also be eligible for MassHealth including certain children, pregnant women, disabled and seniors.*

Your Next Steps:

The following information will lead you to the next steps to apply for this benefit.

Application Process:

To receive MassHealth, you may apply online at <https://www.mahealthconnector.org/> or you may, download an Application for Health Coverage and Help Paying Costs at: <http://www.mass.gov/eohhs/consumer/insurance/masshealth-apply/applications-and-member-forms.html>

You may also call MassHealth Customer Service to apply by phone or to request an application:
1-800-841-2900

Program Contact Information:

For more information, please visit:
<http://www.massresources.org/masshealth.html>
TTY available toll-free at: 1-800-497-4648

Mental Health/Behavioral Outreach:

Mental Health issues can be a significant problem within the pediatric and adolescent population. In order to accommodate this need, we have a part time psychologist working at our office. If your primary care provider feels a referral is needed, they will initiate the process to have you scheduled with our psychologist on staff. We have also established many close relationships with various mental health care providers throughout the area. If you feel that your child needs a therapist, but you are unable to make the appointments we may be able to provide in house, please contact the triage nurses. They will gather clinical information and consult with your primary care provider. The nurse or the provider will get back to you with recommendations and next steps. If you feel any mental health situation is an emergency, please go to the emergency department.

Asthma Program:

Our asthma case manager coordinates asthma care for our patients. This includes teaching about inhalers and medication, organizing flu shots for asthmatics and helping with creating individualized asthma action plans.

Roles of Your Care Team

We have a group of very qualified staff who pride themselves on working with you to provide the best care possible for your child. They work with you and the rest of our staff to provide complete primary care to your child.

Providers:

- Mitchell J. Feldman, MD, FAAP
- Francine M. Hennessey, MD, FAAP
- Jacquelyn A. Chambers, MD, FAAP
- Tracy Glazier, PsyD
- Christine Larsen, RN, CPNP
- Sheilajane Lewis, RN, CPNP
- Jessie Zaitchik, RN, CPNP

Nurses:

Our nurses play an important role in the care of your child. They provide medical care, advice, and support, both on the phone and in the office. Our nurses also administer vaccines at your child's well child visit.

Nurse Manager:

Our nurse manager manages and supports the clinical staff throughout the practice. She/he will often provide patient care as needed.

Medical Assistants:

Our medical assistants keep patients flowing through our practice. They will bring you and your child into the exam room to take necessary vital signs and measurements, such as your child's height and weight. They will also administer vaccines.

Office Staff Members:

Our office staff members are part of our team, and they are available to help you so that we can provide safe and effective care to your child. When you arrive, the front desk staff is your first contact at the practice. They greet and check-in our patients and families. When you are leaving our practice, you will be directed to the check-out staff. They will assist you with scheduling any future appointments that your child may need. These are also the staff members who you speak with when you call our office.

Office Manager:

Our office manager keeps our office organized and efficient. It is his/her duty to manage all business aspects of the practice so that the providers can devote their full attention to the medical care of our patients.