



FREQUENTLY ASKED QUESTIONS ABOUT YOUR VISIT TO THE APF

- **Pre-visit preparation**

Q: Do I need a Partners Patient Gateway account?

A: While you are not required to have a [Partners Patient Gateway \(“Gateway”\)](#) account, it is the most complete and efficient way for you to manage your health care. In Gateway, you can renew prescriptions, make your own appointments with APF team members, request referral authorizations for specialist appointments, and access quality health & wellness information—all at your own convenience.

Q: How do I sign up for Patient Gateway?

A: At your first appointment, we will enter your preferred email address and cell phone to set you up for Patient Gateway. Simply follow the instructions you will receive in email including the access code provided to allow you to complete the enrollment process.

Q: Can I fill out forms and questionnaires before I arrive for my visit?

A: Yes, you can fill out certain pre-visit forms and information (like the health information questionnaire) online in advance. When you receive an email notification about your appointment, simply login to [Gateway](#), navigate to “Health Information,” and click on “Questionnaires.” Having this information filled out ahead of time will be both time-saving for you and helpful to the care team as they prepare for your visit.

Q: How can I learn more about my health or about being a patient at the APF?

A: We are building a library of videos called “Vidscrips,” which are available for your reference. You can access them at <http://www.massgeneral.org/apf/news/?display=video>.

If you are a new patient, you may find the “[Patient’s Guide to APF](#)” (from a member of our Care Alliance) particularly helpful.

- **For your visit**

Q: What do I need to bring to my visit?

A: Bring a photo ID, insurance information, and your co-pay, as well as a list of all your medications (name, dose, frequency, etc.) or if easier take a picture of all your medication labels with your phone and bring that in with you.

Q: Copays: How and when do I pay? How can I predict the amount due?

A: Your copay is due at the time of the visit. The amount you pay is listed on your health insurance card and for your convenience you may pay with any major credit card.

Q: Are there forms I need to review and sign at my visit?

A: Yes, we will ask you to review and sign three forms. These are available from the Front Desk or (except the HIPAA form) when you sign in at the kiosk in the APF foyer.

1. **HIPAA.** This is required under the HIPAA privacy act and authorizes us to share your personal health information with other providers and health systems, as needed for your care.



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2. **Surescripts.** Surescripts is the network Partners hospitals use to share your medication history with other authorized providers and pharmacies to help provide you the best, most reliable and secure care possible.
3. **Insurance.** This authorizes us to handle your insurance for your visit and care.

Q: Can you text me reminders about my appointments?

A: If we have a current contact number, we will text reminders to you 2-4 days before your scheduled appointment. Ask our Front Desk for more details about this service.

Q: How do I reschedule an appointment if I cannot make it?

A: There are three ways to cancel an appointment. [1] Log into [Patient Gateway](#), find your appointment, and hit “cancel”; [2] Call the office during business hours and leave us your preferred phone number; or [3] Type “CANCEL” as your response to the text message appointment reminder.

Q: What is the difference between an “phone visit” and a “virtual visit”?

A: A phone visit is conducted exclusively over the telephone while a virtual visit is a set of clinical questions from your doctor that you answer on a secure website. After reviewing your answers, your clinician will respond with a course of action. Virtual visits are not meant to replace all in-person appointments with your physician, but to offer you more convenient access to follow-up care.

Q: What do you cover in a Complete Physical Exam?

A: A physical exam is a comprehensive review of your medical history and established stable conditions that require no additional work up or treatment, preventative testing, vaccinations and screenings. During your physical your provider may need to treat a condition that is new or make modifications to an established condition. Accordingly, the service bill for the visit may include both a “wellness” and a problem-oriented service. The additional service may be subject to a co-pay or deductible.

Q: Can I have a blood test done at the practice?

A: Yes, we can do blood draws at the practice, saving you from having to visit a lab. We also have a few point of care tests available that can be processed in the office with your result given to you at the time of the visit. Examples include rapid flu and rapid strep testing.

Q: Do you validate parking?

A: Unfortunately, we cannot validate parking at the present time. However, there are several forms of transportation accessible to the APF.

- Free MGH shuttle buses are available and the routes are at this website. It is a short walk to the practice from the North Station stop or MGH Main Campus.
- The MBTA has subway and bus service at the nearby Haymarket (Orange line) and Bowdoin (Blue line) stations.
- If you decide to drive:



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- The “Directions” link on the APF website (<http://www.massgeneral.org/apf/directions/>) lists many local public garages.
- Parking is available on the main MGH campus at one of several garages. Be sure to mention that you are a patient when you pay, so that you will be charged the patient rate.

Q: Can my child be a patient?

A: APF does not see pediatric patients, but we can refer you to a practice at MGH that does.

People who are eligible to be patients at the APF must be at least 18 years old and be either an MGH employee or their spouse or partner with MGH employee sponsored insurance.

Q: When should I go to the Walk-in clinic or the Emergency Department?

A: Please call the APF **before** you go to the Walk-In clinic or the ED, if possible. One of the APF providers may be able to see you at the APF or help you determine what level of care is necessary.

Q: Do you have urgent care services at APF?

A: Yes, as a patient here at APF, you have access to any of the urgent-care services we offer including:

- Women’s health; reproductive health services and procedures; family planning services
- Dermatology care including wound care; abrasion and laceration treatment; skin tag and small mole removal
- IV-fluid replacement and antibiotic administration

Call our Front Desk or send a Patient Gateway message to your provider if you have any questions about a procedure or wish to include any of these services into your next visit.

Q: Do you have Saturday hours?

A: No, not at the present time. In the event of a weekend emergency, please page our on-call provider, who is available 24/7, and will assist you with whatever you need.

Q: I’d like to discuss an experience I had at the APF with a provider or staff member. How do I do this?

A: We always want you to be completely satisfied with your care experience and your care team. You can feel free to ask your provider or any member of the staff for assistance or talk to any of them about your experience.

If you prefer to communicate an issue anonymously, please place it in writing in the Feedback Box at the front desk.