

Welcome to Our Practice

Welcome to Patriot Pediatrics!

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 and community resources as necessary; integrates care across the health system; and provides care, health education, 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 **Phone: 781-674-2900**
74 Loomis Street **Fax: 781-275-0688**
Bedford, MA 01730 **Billing: 781-674-2531**

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

Regular Office Hours:

Patriot Pediatrics is open 365 days per year

Our regular office hours are:

Monday-Thursday 9:30am-8:30pm *(by appointment only)*

Friday 9:30am-5:00pm *(by appointment only)*

(Answering service takes calls from 12:30-1:30pm, M-F)

Weekends & Holidays: by appointment only

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

Sick Walk-In (Mon-Fri), non-holiday only): 8:30am-9:30am.

All other times are by appointment only

"Sick walk-in time" is only for acute, urgent visits.

Chronic or persistent issues should be scheduled appointments, as these visits may require more time than can be allotted during the walk-in period.

Holidays Observed:

Labor Day President's Day

Thanksgiving Patriot's Day

Day after Thanksgiving Memorial Day

Christmas Independence Day
New Year's Day
Martin Luther King 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 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 physical 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 by our front desk staff and reviewed by our providers, prior to the physical 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.

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 matter such as well child appointments, prescription refills, referrals, laboratory reports and or school or

vaccine forms. We are not able to accommodate routine requests when our office is closed.

Patient Portal:

This online service provides access to part of the medical record. (Available to children ages 0-12yrs and young adults 18yrs and older.) You can request an appointment, pay a bill, or ask a nurse a question using the portal. Please ask one of our staff for a registration form and PIN.

Please do not use the patient portal to send messages requiring clinical advice when the office is closed.

Prescription Refills:

If you need to have your child's prescription refilled, please 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
- A working telephone number where you can be reached
- Specialists name and National Provider Identification Number (NPI #)
- Date of appointment
- Reason why child is being seen

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 we have a question about your referral request.

Health Forms

If you need a health form for school, daycare, please call us during regular business office hours at 781-674-2900 and request to be put into nurse triage line so that they may assist you with this request. 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, mailed home
- Please allow at least 48 hours for this request.
- College/Camp forms should be completed by parent/pt as much as possible before sending to our office. Please allow at least 7 days or college/camp forms.

Laboratory Test Results:

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 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 781-674-2531.

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 financial aid, please ask the front desk staff for assistance. 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.

Roles on the Care Team:**Providers:**

We have a large 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.

- Dr. Mitchell J. Feldman, MD, FAAP
- Dr. David S. Geller, MD, FAAP
- Dr. Francine M. Hennessey, MD, FAAP
- Catherine Doyle, RN, FNP-C
- Carissa M. Glavine, RN, CPNP
- Jennifer Munro, RN, FNP-C
- Elaine E. Rothstein, RN, CPNP
- Tara Stevens, 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.

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 one of our many trusted lactation consultants.

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 established many close relationships with various mental health care providers throughout the area. If you feel that your child needs a therapist, please contact the triage nurses. They will first gather clinical information, then 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.

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.

MassHealth:

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

