

Groton Medical

ASSOCIATES

100 Boston Road Suite E Groton, MA 01450

Phone: 978-448-4300 Fax: 978-448-4040

Dear Patient,

We would like to personally welcome you to our practice. We are honored you have chosen Groton Medical Associates to be your health care provider. We are a team of Internal Medicine and Rheumatology providers aiming to provide the highest quality of care for all of our patients in a timely and respectful manner.

Our office is open Monday and Friday from 8:00am to 5:00pm and Tuesday thru Thursday from 8:00am to 8:00pm. Patients are seen by scheduled appointments only, though we offer many same day appointments for acute needs. Our practice shares on-call after hours with Emerson Primary Care at Sudbury. If after hour medical advice is needed patients are directed to call our office and will be directed via the voicemail message whom to page. Patients should expect a call back from the on-call physician within the hour. Please be aware the on-call physician does not prescribe or refill medication over the phone.

Groton Medical Associates is affiliated with the Partners network which includes the following hospitals:

Emerson Hospital, Massachusetts General Hospital, Brigham and Women's Hospital, Cooley Dickinson Hospital, McLean Hospital, Newton-Wellesley Hospital, North Shore Medical Center, Spaulding Rehabilitation Network, and a few others.

Please be aware that if you have an insurance which requires referrals you will be referred to a qualified specialist affiliated with one of the above facilities.

Our practice can screen and treat you for behavioral health issues (such as depression) and connect you with other providers. Our office staff can support you every step of the way.

If you are a new patient transitioning to Groton Medical Associates from a Pediatric Practice our expectation is that you are prepared to take a more active role in your own care. This includes, making your own appointments, calling in refills on your medication, and asking clinical questions to our nursing staff. Your parents are only able to contact us on your behalf if you have added them to your HIPAA form (see attached) adding your parents/guardians/anyone to your HIPAA form however does give that person(s) **full** access to your health information unless limited is specified.

Our office policy for a missed appointment is:

- If it is an appointment for a new patient, the appointment will not be rescheduled;
- Three no-showed appointments will result in a dismissal from the practice.

We understand that sometimes appointments need to be changed, we ask that you call at least 24 hours in advance if you are unable to keep your scheduled appointment. You will be reminded for your appointments at Groton Medical Associates via email and phone 24-48 hours prior.

Providing the highest quality of care to our patients is very important to us. Therefore, the following guidelines for prescribing medications in our office have been established:

- 1.) *Groton Medical Associates does not offer chronic pain management and will not dispense chronic pain medication* (for example, chronic daily narcotics). We will provide you with a referral to a pain management center if you need this specialized form of care after an office visit by a provider at our office.
- 2.) If you are on a medication that requires refills for a chronic disease (for example, high blood pressure or diabetes), you will be given ample refills for 30 or 90 days at a time during your office visit. When you are down to a 30-day supply, we ask that you call and schedule a follow-up visit in order to be evaluated and have your medications adjusted or refilled.
- 3.) If you are on a daily medication that requires refills and you are up-to-date with an appointment, we ask that you call our office for a refill and allow 24-48 hours for this to be processed.
- 4.) Requests for new medications including antibiotics will not be taken over the phone, to be prescribed new medications by a provider at Groton Medical Associates patients need to be seen for an office visit.

Please notify your health insurance company of your new primary care provider if required, 48-72 hours prior to your first appointment. We will also need the following forms filled out. You can either mail these back to us or bring them with you to your first appointment:

- Registration Form
- Health Questionnaire
- HIPAA Form
- Acknowledgment of Privacy Practices
- Medical Record Release Authorization Form

When you arrive for your first appointment, please arrive fifteen minutes early and bring the following with you:

- All of your health insurance cards (including your pharmacy card) these will be asked for each visit
- Photo Identification
- Copay – If required

If at any time you lose your insurance coverage you can apply for coverage through the Massachusetts Health Connector at www.mahealthconnector.org

Please call our office once you select a plan to verify if we accept it.

Welcome to our practice and thank you for choosing Groton Medical Associates for all of your health care needs.

Sincerely,

The Staff and Providers at Groton Medical Associates