



Welcome to North End Waterfront Health!

Thank you for choosing us to be part of your primary healthcare team. We look forward to working with you to make sure you receive the care you need, and support your goals for health and well-being. Our practice provides personalized primary care, preventive and health maintenance care, and access to various specialty services. We also coordinate care for patients with chronic illness, and other complex medical conditions. Your physician-led medical team members all have access to your health history and are available to help you.

Here is a patient guide for how we work:

### CONTACT

<b>Office Hours:</b>	8:00 AM to 5:00 PM Monday, Wednesday, Friday 8:00 AM to 8:00 PM Tuesday and Thursday
<b>Weekend Appointments:</b>	8:00 AM to 12:00 PM Saturday (urgent care only)
<b>Main Phone Number</b> (617) 643-8000	<b>Fax Number:</b> (617) 643-8122
The Call Center schedules appointments; helps answer general questions, and also helps connect you with your medical team members.	
<b>Web Address:</b>	<a href="http://www.northendwaterfronthealth.org">www.northendwaterfronthealth.org</a> You may request an appointment through the site.
<b>Patient Web Portal:</b>	<a href="http://www.patientgateway.org">www.patientgateway.org</a> A member of your treatment team can help you sign up for this option.

### WHERE

- NEWH is located at 332 Hanover Street, Boston MA 02113
- Accessible by public transportation, the MBTA: Green, Blue or Orange Line, Haymarket T-stop.
- Street parking is available and at Haymarket Center Garage, 98 Sudbury Street (discount available)
- Directions are available on NEWH website [www.northendwaterfronthealth.org](http://www.northendwaterfronthealth.org)

### TYPE OF APPOINTMENT

- If you have an emergency illness or symptom that requires immediate, urgent attention, call 911.
- If you would like to speak to a nurse about your symptoms please call the main number (617) 643-8000.
- If you need an appointment for illness or symptom call (617)643-8000. We will try to offer you a same day appointment or an appointment within 24 hours.
- If you need a check-up or a routine follow-up visit, please call the main number (617) 643-8000 and a Call Center Staff Person will assist you.

### PAYMENT

We participate in most insurance plans. Please be sure to check with your insurance if the medical provider you are choosing is within your insurance network. We offer a **sliding fee scale** for those who do not have insurance and meet federal income guidelines. Please call our Resource Specialist at 617-643-8039.

Please be prepared to pay (or co-pay) for services at the time of your appointment. We accept check, Visa, MasterCard, American Express and cash. If you have questions or want to discuss payment or your bill, please call the Billing Department at (617)643-8800.

### **FOR EVERY APPOINTMENT, PLEASE BRING**

- Your insurance card.
- Photo ID
- A list of your current prescription and non-prescription medications, vitamins and supplements.
- A good description of the problem, how long you have had it and how it affects you.
- A list of questions you would like to discuss with a member of the team.

### **AFTER-HOURS CARE**

If you would like to speak with a clinician to help you decide how to treat an illness after hours or to help you decide whether to go to the emergency room, call 617-643-8000. You will be connected to the After-Hours Answering Service. The Service will contact the clinician on-call who will return your call within ½ hour and offer you guidance. If you do not hear back within ½ hour, please call the service again

If you receive care at an emergency room or urgent care center, please let us know by calling your care team nurse within 48 hours so we can assist with follow-up care as needed.

### **LABORATORY AND DIAGNOSTIC TESTS**

- **Lab Hours:** Mon-Friday 8:00 AM – 4:00 PM    **Xray Hours:** Mon – Fri 8:00 AM – 4:15 PM

We collect blood and other specimens and send them to MGH laboratory for analysis. A few tests are done on site while you wait (such as pregnancy and rapid strep throat tests).

- Results will be mailed to you in usually two to three weeks. If you have not received your results within four weeks, please call the office. If your results indicate immediate follow-up care is needed, you will be notified as soon as the results are available. You may also sign up for **Patient Gateway** for secure access to your results.
- Most routine radiology tests are done at the Health Center.
- We will refer you to MGH or other Partners location for other diagnostic tests
- We will arrange the referral and scheduling with you.

### **SPECIAL ACCOMODATIONS**

- The Practice is accessible by wheelchair.
- People with limited sight and hearing should bring a companion to ensure clear communication.
- Please let us know if you need to receive your care in a different language, interpreter services can be arranged.
- Feel free to bring along a family member, friend or health advocate to your appointment for assistance in understanding the doctor's instructions and give us permission to have your medical condition discussed in their presence.

### **PRESCRIPTIONS**

- Please provide us with your pharmacy name and phone number.
- For refills of existing prescriptions call the Prescription Line, 1-617-643-8111, or by requesting refills via our patient web portal, **Patient Gateway**
- If you have questions about a new prescription or about discontinuing medication(s), please call your Care Team nurse. He/She will help you decide if you should come back in for a visit to discuss your prescription.
- **We have our own Pharmacy on site, 617 643 2737**