

WINCHESTER FAMILY PHYSICIANS

11 Shore Road, Winchester MA 01890
(781) 729-1810

Dear Patient:

WELCOME TO WINCHESTER FAMILY PHYSICIANS!

Thank you for choosing Winchester Family Physicians (WFP) as your primary health care providers. We are committed first and foremost to your good health and value our relationships with our patients and their families. As a patient at WFP, you will receive comprehensive, coordinated care from our trusted team of high-quality providers and specialists.

Selection of Your Primary Care Provider

In order to best manage your care, we believe it is important for every patient to select a physician as their primary care provider (PCP). Information about our providers may be found in our patient brochures as well as on our website at www.wpamd.org/winchester-family-physicians. Please be sure to let our staff know of your PCP decision.

Our PCP's work in care teams that include a physician assistant or nurse practitioner and team-designated clinical staff. We want to get to know you, and likewise, we want you to get to know our team. From time to time you will be asked to schedule an appointment with the nurse practitioner or physician assistant that works closely with your PCP. Our goal is for our patients to have multiple resources to reach out to and to create a comfortable and familiar atmosphere for you or your family member.

Appointments

If you have not already done so, please call our office at (781) 729-1810 so we can schedule a visit tailored to meet your needs. You will find your appointment most helpful if you share with your provider:

- ALL the medicines you are taking – you can either **bring all medicines or a complete medication list** with you to your appointment.
- A list of medical problems you are experiencing including allergies
- The names of any other providers who are currently treating you

For your convenience, we offer Same-Day Appointment Scheduling with all physicians, the physician assistant and the nurse practitioners.

If for some unforeseen reason you arrive late for an appointment, you may be asked to reschedule your appointment. If you must cancel an appointment, please provide a minimum notice of 24 hours and remember to call the office to reschedule.

Telephone Inquiries

At WFP we believe our patients are the center of the care team. We will do our best to return all non-urgent telephone messages within 24 business hours. When calling the office with an urgent issue, please stress the urgency of the situation to our receptionist so that your call can be acted upon appropriately. If you are experiencing a life-threatening emergency, immediately call 911.

Patient Portal

For your convenience, we offer secure access to a Patient Portal. Appointment requests and non-urgent messages can be sent via the Patient Portal and our staff will respond to you within 48 business hours. To learn more about our portal and establish your personal access, please visit our website at www.wpamd.org/winchester-family-physicians.

After Hours

A WFP provider is always on call outside of office hours to respond to any acute medical concern. You can reach the on-call provider by calling 781-729-1810.

Emergent/Urgent Care

In emergency situations, you will be directed to Winchester Hospital's Emergency Department located at 41 Highland Avenue, Winchester MA

If you require immediate care for a non-life threatening condition outside of WFP's office hours, you will be directed to Winchester Hospital's Walk-In Center located at 500 Salem Street, Wilmington, MA. The Walk-In Center is open daily (including holidays) from 7:30 am – 8:00 pm.

Insurance

WFP Participates in most insurance plans. Please contact our office directly if there are any questions regarding participation. Also, it is always a good idea to call your insurance company to confirm that our providers participate in your plan. If you are enrolled in an HMO plan, please be sure to let your insurance company know prior to your office visit which of our doctors you have selected as your PCP. If you require a referral to a specialist or diagnostic facility, we will make every effort to choose a specialist or facility that accepts your insurance plan. We strongly recommend that you personally confirm whether your particular plan covers these services since ultimately, the responsibility is yours. Please remember to bring your copayment and insurance cards with you to ALL your visits.

Prescription Refills and Lab Results

New patients often wonder how they will get prescriptions refilled or how they will be notified about lab results. Through our on-line Patient Portal, you will be able to easily request prescription refills or retrieve lab results that have been reviewed by the providers. Routine prescriptions may also be refilled through your pharmacy. The pharmacist will call our office for confirmation; please allow 48 hours for this process to take place. For lab results requiring your urgent attention, you will be notified by telephone. If the results are normal, you will receive a Patient Portal alert by phone, or, if not on the Portal, you may expect to receive a copy of your results in the mail within 2-3 weeks.

Thank you again for choosing Winchester Family Physicians as your healthcare partner.

Sincerely,

Winchester Family Physicians