

Grove Medical Associates, P.C.

Grove Medical Associates, P.C. Access and Communication Policy Updated: June 2013

Purpose: To provide standards to support patient access to and communication with the Physicians and Staff at Grove Medical Associates, P.C.

Hours

Same Day Appointments available by calling Triage: (508) 753-2060, Option 0, 9:00am-4:30pm

Routine Office Hours: M-F 9:00am-4:30pm

The offices are closed on the following holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving, Day After Thanksgiving and Christmas Day

Communication with Patients: Emergent Calls:

All emergency calls are immediately prompted to call 911

Sick Calls:

All sick calls are answered by the Triage and the message is sent directly to the primary care physician's. If deemed necessary, sick patients are given the option of a same day visit or an appointment within 24 hours. If the primary care physician is not available, calls are directed to the covering physician or physician assistant and patients are offered same day visit. The patient may choose to call back for an appointment with the primary care physician if the medical condition does not necessitate a same day visit.

Telephone advice requests:

During business hours patients are given the opportunity to speak with or leave a message for the nursing staff. Voice messages are checked regularly throughout the work day and returned by the nursing staff or a physician by 7:00 pm on the same day if the requested advice is clinically significant. Non urgent matters may be reviewed by the physician late in the day the call may be returned by the nursing staff the next day.

Patient Portal:

Patients are offered the opportunity at the time of registration to provide their emails to Grove Medical Associates in order to enhance communication with their provider as well as be able to receive electronic messages from the practice. Emails are answered before the end of the following business day. Patients are advised not to use email for urgent matters.

After Hours Phone Calls:

Calls after 4:30 pm or on weekends and holidays: Grove Medical Associates provides physician on-call phone coverage 24 hours daily, 7 days a week.

Calls received outside of office hours will be received by the answering service and returned within 30 minutes by the on-call physician. Patients receive instruction by the on-call physician and if deemed necessary may be directed to an Emergency Department. There are occasions when a physician may be unavailable to call back within 30 minutes or pagers/phones may be out of service.

Patients are instructed that if they do not receive a call within 30 minutes, they should call the answering service back. The answering service is instructed to then page the doctor to the service and/or call cell phones, homes and other physicians in that specialty to ensure the patient gets prompt service.

Visit Requests:

New Patient Visit Request: All new patients are directed to the appointment secretary.

Routine Visit Requests for Established Patients: Routine visits are always scheduled with the primary care physician.

Every effort is made to accommodate the patient's or family request when scheduling routine appointments. Non-urgent appointments are generally available within thirty days; sick visit requests are generally seen on the same day as they have a higher priority.

Coordinating Visits:

Laboratory services by Quest Diagnostic are available on site and open during business hours for easy access. Physician Assistant Visits are available Monday through Friday and may be scheduled the same day.

Health Insurance Resources for the Uninsured: Uninsured and underinsured patients of Grove Medical Associates are provided the information regarding the opportunity to meet with a Financial Counselor. A packet of information is available to assist them in deciding upon the best resources to meet their needs.