

Grove Medical Associates, PC
Primary Care Center of Excellence

Grove Medical Associates, P.C. Access and Communication Policy
Updated: June 2017

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

Walk in 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 office is 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 Triage and the message is sent directly to the primary care provider or covering provider. If deemed necessary, sick patients are given the option of a same day visit or an appointment within 24 hours. If the primary care provider is not available, calls are directed to the covering provider or physician assistant and patients are offered 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 provider by 7:00 pm on the same day if the requested advice is clinically significant. Non urgent matters may be reviewed by the provider 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. Patient Portal messages are answered before the end of the following business day. Patients are advised not to use the Patient Portal for urgent matters.

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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 provider. Patients receive instruction by the on-call provider and if deemed necessary may be directed to an Emergency Department. There are occasions when a provider 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 provider.

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.