

Dear Patient,

On behalf of all of us at *Beth Israel Deaconess HealthCare* and *Lawrence General Hospital*, I would like to welcome you to Salem Family Primary Care. I am pleased that you have chosen me as your Primary Care Physician (PCP). *Beth Israel Deaconess HealthCare* strives for an exceptional patient experience, and my office staff and I look forward to partnering with you to achieve your health and well-being goals.

It is important to us that your transition into the practice be as smooth as possible. Therefore, we have put together the following information for you. I hope you find it helpful. If you have any questions, please call us at (603) 870-5452. Our fax number is (603) 870-5449.

About our Provider's

Dr. Claudia Gabrielle is a Family Medicine Practitioner, graduated from Brown University School of Medicine, and she is Board Certified in Family Medicine. Dr. Gabrielle's clinical interests are in Natural Therapies, Wellness, Family Based Care, and Functional Medicine Approach to Health.

Dr. Randall Fenton is Board Certified in Family Medicine, and he graduated from St. Louis University School of Medicine. Dr. Fenton's clinical interests are in Hypertension, Type 2 Diabetes Management and Prevention Medicine.

Sarah Shadallah is a Family Medicine Nurse Practitioner, graduated with her Master of Science from Rivier College and her clinical interest is Family Medicine.

Contacting the Practice

The practice's phone number is: (603) 870-5452 and the phone hours are Monday through Friday 8:00 a.m. until 5:00 p.m. The fax number is: (603) 870-5449. You can also email the office staff or our providers through our secure Patient Portal. For information on Patient Portal registration, please contact the office. For updates on our telephone and office hours, please visit us at <http://www.bidmc.org/pcpsalemfamilyprimarycare>.

Practice Phone Hours and Operating Hours

The phone hours for the practice are Monday through Friday from 8:00 a.m. to 5:00 p.m. Appointment hours are Monday, Wednesday, and Friday 8:00 a.m. to 5:00 p.m. We offer later appointments on Tuesday and Thursday until 6:00 p.m. The practice is closed on Saturday and Sunday, however there is a provider on call at all times when the practice is closed and you can reach them by calling our main number (603) 870-5452.

Holidays

Salem Family Primary Care observes and will be closed on the following holiday; Thanksgiving, Christmas, New Year's Day, Memorial Day, Independence Day, and Labor Day.

Emergency and After Hours Care

If you need medical care after office hours when your doctor is not available, the following document illustrates Beth Israel Deaconess Healthcare's many non-emergent care services. Please keep this information accessible so you can refer to it in that time of need.

It is important you call your primary care physician or on-call physician prior to seeking care outside of

our office. The physician will be able to determine which care service best meets your needs. As always, if it is a life-threatening emergency, please immediately call 911.

Directions to the Office

The Salem Family Primary Care practice is located at 29 Stiles Road, Salem, NH 03079. The practice is on the 3rd floor in Suite 301. Free parking is available directly outside the office.

Copayments and Registration

All co-payments are due at the time of service and for your convenience we accept cash, check, or credit card. In order to provide accurate billing information and prevent you from receiving any unnecessary bills we ask that you present your insurance card at each visit.

Patient Portal

Beth Israel Deaconess Medical Center is considered one of the most "wired" hospitals in the United States. We are committed to using technology in an appropriate way to provide you with the highest quality care.

In order to provide you with the opportunity to play an active role in your health care, we recommend you register for the internet-based patient medical record that enables you to become an active partner in your own care. The Patient Portal allows you to not only view your medical records but also to communicate with the staff in our office. You are able to communicate directly with our providers, or with the staff to request appointments, prescriptions, and referrals. The team at Salem Family Primary Care is happy to assist you with registering for the Patient Portal, which will just require your e-mail address.

Messages

Messages for your provider are addressed based on the urgency of the medical situation. Most non-urgent calls are returned in 24 to 48 hours, often at the end of the day.

Lab Results

Normal lab results are typically mailed to you within 3 weeks of your provider receiving and reviewing the results. Any abnormal results will be relayed with a phone call. The providers prefer that you have your lab work done prior to your appointment so the results can be reviewed with you at your appointment in person.

New Prescriptions and Prescription Refills

If you expect your doctor may need to prescribe a medication for you, or you need an existing prescription refilled, please call **during routine office hours**.

We ask that you call during regular business hours so we are able to check your medical record, as this is an important safety issue. We ask that you allow at least two to three business days to process your prescription request. We have established a prescription line for your convenience. You may call **(603) 870-5452**, option 1, to leave your prescription request.

When calling the prescription line, the following information is required: full name, date of birth, phone number, medication name, dose, directions, pharmacy name, pharmacy location, and phone number

where you can be reached. Also, it is helpful if you speak clearly and slowly. We will only contact you if further information is needed.

In most cases we are able to e-mail prescriptions directly to your pharmacy, including some mail order pharmacies. For local pharmacies, please call at least one week before your routine prescription needs to be refilled. For mail order pharmacies please notify us at least two weeks in advance. You may also request your prescriptions through the Patient Portal if you are a registered user.

Appointments

We make every attempt possible to schedule appointments at your convenience and when sufficient time is available. The demands for same-day appointments can be high at times, so please call as early as possible for the best selection of appointment times. As a courtesy to other patients, patients who arrive more than 15 minutes late for their scheduled appointment time may be asked to reschedule. We request that you arrive 15 minutes early to register for your appointment. If you are a new patient we ask that you come prepared with at least your last visit note, annual physical exam, and most recent lab work and a copy of your complete medical record mailed directly to our practice from your previous primary care physician. A list of your medications or your prescription bottles is also helpful in ensuring your visit is successful.

Urgent Appointments

We try to see every patient who needs an urgent evaluation within 24 hours. If an appointment is not available with your primary care provider, you may be seen by another provider in the practice.

Cancellation or Rescheduling Appointments

We have reserved your appointment time for you. If you no longer need the appointment or need to change the time or date of your appointment, please give us 48-hours' notice so we may offer the appointment to another patient and if you are a new patient 72 hours'. If you have an appointment that you do not keep a member of our team will reach out to you and you may receive a letter as well. If there is a pattern of consistent non-adherence to appointment times, we may suggest that you seek care with another primary care provider. A new patient initial visit that is not kept, may not be eligible for rescheduling as we set aside extended appointment times for your initial visit.

Insurance

The practice accepts most insurance plans. Because every plan and policy is unique, we recommend that our patients familiarize themselves with their insurance coverage including: co-payment amounts, whether any coinsurance percentages or deductibles apply, whether insurance referrals to specialists are required, and radiology imaging coverage.

Referrals

If you believe you need to be seen by a specialist, please call our office. If you have a new concern, it is likely you will need an evaluation by your Primary Care Provider.

For your convenience, we offer the opportunity to schedule your appointment with the best network specialist for your specific needs, once your provider has made the initial referral to an in-network specialist. Please call one of our Referral Service Representatives (978) 946-8244 to help schedule your appointment. Referral requests must be submitted a minimum of seven (7) days prior to your appointment to allow for review and processing. Please note, we will be unable to authorize a referral

outside of the Lawrence General and Beth Israel Deaconess networks without approval from your Primary Care Physician (PCP).

Medical Records

You may receive a copy of your medical records at any time by signing a Medical Record Release Form. The form is required and can be printed from our website. Medical Records processing is done by a separate company called Bactes. To follow up with Bactes on the status of your release, you can contact them directly at 978-922-0016.

Billing

Our billing is done through Medical Care of Boston. Please direct all billing inquiries to the billing department at: **617-754-0730**. A team of customer service representatives are available to help with any questions you may have. Thank you for choosing Beth Israel Deaconess HealthCare. We look forward to a long and healthy relationship with you.

A Note from the Practice Manager: Your Feedback and Questions

We thank you for choosing Salem Family Primary Care for your healthcare needs! We value you as a patient and also appreciate any feedback you can give us to improve our service delivery. We are striving to provide you with exceptional, efficient and high quality medical care! If you have any questions, concerns or feedback, please do not hesitate to call me directly. Also, you may receive a confidential survey, in the mail from Press Ganey. We encourage you to complete the survey and mail it back so we can use your feedback to help improve our practice!

Danae Gagnon, Practice Manager

Sincerely,

Salem Family Primary Care Team