



Beth Israel Deaconess  
Medical Center



A teaching hospital of  
Harvard Medical School



# **HCA**

## **Healthcare Associates**

*Caring for You*

# Welcome to Healthcare Associates

## Dedicated to You

At Healthcare Associates (HCA), patients come first, and caring for you is what we do best. We are pleased to offer an array of services – from top-notch medical care and support to translation assistance, convenient prescription refills and other available services such as Be Well! and the Learning Center. You can count on us to assist you with all of your medical needs.

We encourage you to play an active role in decisions that affect your well-being, and we look forward to a long relationship with you. Together, we'll help you set goals and establish plans for a lifetime of healthy living. We welcome your input as we continue to improve our services. Please call us or schedule a visit whenever you have health-related questions, concerns or problems.

## Our Care

Healthcare Associates provides adult and geriatric care for men and women. HCA is unique among Boston's academic primary care practices for its mix of special programs.

**In addition to primary care, HCA also provides assistance with:**

- Women's health (dedicated to the health of women at all stages of life, including mental health)
- Weight management
- HIV care
- Sexual health
- Geriatric care
- Diabetes
- Social work therapy (delivered by experienced licensed clinical social workers)
- Anticoagulation management (provided through registered nurses and pharmacists who work closely with HCA primary care teams)
- Integrative care (integrative nutrition and physician consults offering acupuncture, massage, tai chi and yoga classes)

## Hours and Locations

Healthcare Associates  
Beth Israel Deaconess Medical Center  
330 Brookline Avenue  
Boston, MA 02215  
East Campus  
Carl J. Shapiro Clinical Center  
617-754-9600 phone  
617-667-6406 fax (Atrium)  
617-667-8665 fax (6th floor)

### Two locations:

First floor (Atrium Suite)  
Sixth floor (North, South and Central Suites)

### Office hours:

Monday – Friday from 8:00 a.m. to 5:00 p.m.  
*Saturday - 9:00 a.m. to 1:00 p.m.*

### Evening appointments:

Tuesday – Thursday from 5:00 p.m. to 8:00 p.m.

### Lab facilities open:

Tuesday – Thursday from 7:30 a.m. to 8:00 p.m.  
Monday and Friday from 7:30 a.m. to 5:30 p.m.

Visit us on the web at [bidmc.org/hca](http://bidmc.org/hca) for more detailed information about our group practice, our providers, directions and parking.

## Who Will Provide Your Care?

Each patient in HCA has a primary care physician and a multi-disciplinary team. Team caregivers consider not only the physical, but also the psychological, social, economic, and educational issues that may contribute to your health and well being.

Each team is led by a primary care physician who is either board certified by the American Board of Internal Medicine or a medical resident who provides care in partnership with a board certified physician.

Our faculty primary care providers have academic appointments at Harvard Medical School and the Department of Medicine, Division of General Medicine and Primary Care at Beth Israel Deaconess Medical Center (BIDMC). HCA's association with Harvard Medical School helps keep our healthcare providers at the forefront of medical knowledge. Many of our staff participate in clinical teaching or research programs that contribute to excellent patient care. Because of our teaching role, medical, nursing, and social work trainees may participate in your care.

Our interns and residents are medical doctors who have graduated from medical school. Interns are in the first year of a three-year residency at BIDMC. When these doctors transition into the second and third year of the residency program, they are called residents.

### The HCA team includes:

**Nurse Practitioners** are certified advanced practice registered nurses who work closely with your physician. They take health histories, perform physical exams, diagnose and treat acute and chronic illnesses and can also prescribe medications as indicated.

**Registered Clinical Nurses** work closely with you and your provider to answer your questions, triage symptoms and determine how best to meet your immediate health care needs between regularly scheduled appointments.

**General Medicine Fellows** are credentialed graduates of residency programs who are doing additional training in public health and research methods. While in training, fellows are supervised by HCA staff physicians.

**Clinical Social Workers** are licensed therapists. They provide consultation and care for a range of mental health conditions, including adjustments to illness, life changes, depression, anxiety, stress disorders and marital problems. Additionally, they provide comprehensive mental health case management and concrete social work services in a primary care setting.

**Clinical Pharmacists** work closely with your team by offering general medication counseling, support for patients with barriers to appropriate medication use, and education on self monitoring and diabetes medication management.

**Community Resource Specialists** share information about support services in the community. They help patients apply for health benefits and entitlement programs. They also help coordinate transportation, and make referrals or provide information about services such as meal programs, substance abuse treatment, child care, home services, emergency shelters, and education/employment training.

**Support Personnel** include Patient Service Representatives in our Call Center who assist patients by phone. Medical Assistants greet patients, prepare appointment paperwork, help schedule follow-up visits or specialty appointments, and may assist your physician or nurse during an exam. Behind the scenes, administrative assistants and office managers also support your care.

## If You Need Care Outside of HCA

As a Healthcare Associates patient, the complete and comprehensive services of BIDMC are available to you. If you have a care need that your primary care physician cannot provide, your physician will work with specialists throughout the medical center to arrange tests and consultations quickly and efficiently. Our goal is to provide the care you need when and where you need it, whether in your home, the HCA office or in the hospital.

## To Contact HCA

Call during normal business hours (8:00 a.m. to 5:00 p.m.) and speak with a Patient Service Representative to:

- Make an appointment
- Request prescription refills
- Speak with a registered clinical nurse
- Leave a message for your provider

If calling after hours, you have the option of leaving a voice message to:

- Cancel your scheduled appointment
- Request a prescription refill
- Request lab results

These after hour requests will be addressed during the next business day.

If you have a health emergency, please call 911 or go to the nearest emergency room. For urgent health care issues, HCA has registered nurses and doctors on call nights, weekends and holidays. Please call **617-754-9600** and ask to speak with one of our registered clinical nurses before going to the emergency room or seeking other services. Please note: If you are requesting to have forms filled out by your provider please allow up to 5 business days to complete them.

## E-mail Communication

As an added way to contact your primary care team, you may be able to enroll in PatientSite, a secure internet website that allows you to communicate with our staff. You can request appointments, arrange referrals, review portions of your medical records, including lab results and renew your prescriptions through this website. Please see the enclosed PatientSite brochure for more details or go to [patientsite.org](http://patientsite.org).

## Your Appointment

To help us serve our patients well, we ask that you please come to your appointment on time or notify us 24 hours in advance if you need to cancel your appointment. We will remind you of your scheduled appointment by mail two weeks prior to your visit. Additionally, you will receive a courtesy phone call three days prior to your visit, reminding you of your appointment. To cancel by phone during normal business hours or voice mail after hours, please call **617-754-9600**.

Please arrive at least 20 minutes early for your scheduled appointment. If you arrive after your scheduled appointment time, you may be asked to reschedule your appointment for another time or day, or you may be seen if time allows.

As a new patient, it is highly recommended that you request to have any of your previous medical records sent to HCA.

**Before your appointment, please let us know:**

- **Do you need an Interpreter?** Several HCA clinicians speak languages other than English. If your provider does not speak your preferred or primary language, our staff will request an interpreter for you through BIDMC's Interpreter Services Department. Please call our office ahead of time, if possible, to arrange for an interpreter. Translation services in more than 30 languages, including American Sign Language, are available free of charge.
- **Do you have Special Accommodations Needs?** If you need assistance getting around the hospital or require special accommodations such as a wheelchair, BIDMC has Service Ambassadors stationed throughout the hospital who are willing to help you. You can easily spot them wearing maroon jackets. They can escort you to and from your appointment. They will also give you a card with a phone number to call if you need assistance after your appointment.

*Caring*

## Insurance and Managed Care Guidelines

### Referrals

If you need specialty care, your primary care physician will refer you to a BIDMC-affiliated specialist or service that best meets your needs. Many health insurance plans require that referrals be approved before specialist appointments. Without that referral, your health care insurer might refuse to pay the specialist's bill, and you could be held responsible for the cost of the office visit.

#### For help when you need a referral:

- Contact an HCA referral coordinator by calling the main number, **617-754-9600**, and selecting the "managed care referral" option.
- Please note: referrals are processed Monday through Friday during normal office hours.
- It is best to contact HCA as soon as you have an appointment.
- Please allow at least 3 to 4 business days to process a routine referral request.
- Referrals are limited to a certain number of visits and/or may only be valid for a specific length of time. If you have follow-up visits scheduled with a specialist, please check before your appointment to confirm that your current referral will cover these visits.

### If You Change Insurance Plans

If you change insurance plans, please be sure that the correct primary care physician is listed with the new insurance plan and call BIDMC registration at **617-754-8240** to update that information as well. Bring your most current insurance card to your next appointment.

It is important to note that Healthcare Associates charges are billed as outpatient clinic charges. There typically are two components to your medical bill: one part is for your doctor's services, the other is for the use of the hospital facilities, support staff and supplies. Please make sure to contact your insurance plan to confirm that the facility charge will be covered.

For all billing inquiries, please call the number located on your bill, **1-866-306-7643**.

## Renewing Your Prescriptions

To best serve you, HCA currently uses a new technology that allows us to electronically send your prescriptions to your pharmacy. This technology allows your pharmacy to fill your prescription more quickly and accurately. For those pharmacies that do not participate in this technology, we will continue to send your prescriptions directly to your pharmacy. If you would like to use this service, please call 617-754-9600 to provide your pharmacy information.

Before calling HCA for prescription refills, please check your medication label to see if you have any refills left on your prescription. If you do have refills left, please contact your pharmacy.

It is best to check your prescriptions before your appointments so that your provider can renew them for you during your visit. If you run out of medication between visits, you may contact us in one of three ways:

- Call **617-754-9600** during normal business hours
- Leave a voicemail message after 5 p.m.
- Request a renewal on **patientsite.org**

Please allow 3 business days for processing prescription renewals.

Please note: if your insurance requires a prior authorization it may extend the process. For further prescription questions, please see our enclosed fact sheet.

If you choose to pick-up your prescriptions, pick-up hours are from 12:30 p.m. to 5 p.m., Monday – Friday.

### Lab Result Notification

In most cases, you will receive notification of all routine lab test results within two weeks via mail. For pap smear please allow four weeks for your results. If anything requires attention your provider may call you to discuss further. You may be able to view your lab results at **patientsite.org**.

## Other Services Available to You at BIDMC

If you or your family would like to learn more about any aspect of health care, the BIDMC website ([bidmc.org](http://bidmc.org)) has a "Your Health" section with information on health conditions from A to Z, as well as information on departments and services at BIDMC. You can also call the BIDMC Learning Center at **617-667-9100** to ask a resource specialist to send you information.

### Be Well! Fitness Center

Healthcare Associates is pleased to offer our patients the services of the Tanger Be Well Center. If you choose to become a member of Be Well!, you will have access to innovative health and fitness programs that are not only practical and accessible, but support long-term healthy living.

#### Programs include:

- **Health Education** classes, workshops, lunchtime lectures, individual and group counseling, health information and preventive health screenings. Two of the more popular programs offered include Smoking Cessation and Eat Well. For an up-to-date list of programs, please call the Be Well! office.
- **Fitness Center** complete with exercise equipment, special conditioning classes, personal fitness assessments and training, hiking and walking programs.
- **Massage Therapy** is an alternative method to enhance a lifestyle of wellness and health. A comfortable body balance promotes relaxation and vitality through the healing of touch and non-invasive bodywork.

The Tanger Be Well Center is located in the Carl J. Shapiro Clinical Center, ground floor, East Campus. For more information on becoming a member, please call us at **617-667-4695**.

### Opened Fall 2012

The Beth Israel Deaconess Medical Center Cheng and Tsui Center for Integrative Care at Healthcare Associates.

#### Services include:

- Acupuncture
- Massage
- Nutrition
- Health coaching
- Yoga
- Tai Chi
- Physical consultation in integrative care

*Excellence*





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Open Monday – Friday  
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*(Evening and Saturday  
appointments available)*

(617) 754-9600 phone  
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## Beth Israel Deaconess Medical Center's Mission Statement

The mission of the Beth Israel Deaconess Medical Center is to serve our patients compassionately and effectively, and to create a healthy future for them and their families. Our mission is supported by our commitment to personalized, excellent care for our patients; a workforce committed to individual accountability, mutual respect and collaboration; and a commitment to maintaining our financial health.

Affiliated with  **Joslin Clinic**

A research partner of  
 **DANA-FARBER/HARVARD CANCER CENTER**  
A Comprehensive Cancer Center  
Designated by the National Cancer Institute

 Official hospital of the  
**Boston Red Sox**