



WELCOME TO

Holyoke Pediatric Associates, LLP

Thank you for putting your trust in Holyoke Pediatric Associates. Our physicians and staff are dedicated to providing your children with the highest quality healthcare in a comfortable, caring environment.

HPA is a group medical practice of Board Certified Pediatricians, certified Nurse Practitioners, and over 75 clinical, business, and support staff. All the physicians are members of the American Academy of Pediatrics. We provide a full range of primary care services for infants, children, and adolescents as well as:

- a fully licensed on-site medical laboratory
- Nutritional counseling
- Lactation counseling
- On-site psychological evaluation & treatment of emotional & behavioral problems in children and adolescents

HOURS OF OPERATION

Our regular office hours are Monday –Friday 8:00 am - 5:00 pm.

Same day appointments for sick children are available Monday-Friday.

You must call and make an appointment before bringing your child into the office.

During the day, **non-emergency** telephone calls will be handled by trained office staff. If possible, they will answer your questions and advise you. If necessary, they will book an appointment. If it is necessary for you to speak with your provider, you may leave your telephone number and either the provider or his/her nurse will return your call but you may have to wait until the end of office hours.

FOR URGENT SICK VISITS AFTER HOURS

A physician is available by appointment for urgent sick visits only, at our Holyoke office on Monday-Thursday evenings, weekends and holidays. On weekends and holidays our staff starts taking phone calls at 8:00 am, and hours may vary depending on the volume of calls received. At all other times, a physician is on call and can be reached by calling our main number (413) 536-2393. Our phones are answered by an answering service and if you need medical advice they are happy to transfer you to our after hours nurse triage service. They will contact the on-call physician if needed.

Please call us before going to the emergency room. The emergency room is meant for life threatening emergencies and not for non emergent advice or renewal of prescriptions.

Inclement Weather closings may occur from time to time for severe weather. For urgent sick care during such closings, a triage nurse and an on-call provider are available by calling (413) 536-2393. You may also visit our website: www.holyokepediatrics.com

PHYSICAL EXAMINATIONS/WELL CHILD VISITS

Regular physical examinations and well child visits are scheduled by appointment only. Appointments for routine physical examinations are generally scheduled during regular office hours. Please call between 8:00 am – 5:00 pm to schedule these appointments at the Holyoke office (413) 536-2393 or at the South Hadley office (413) 536-0300. We strongly encourage each child to have a primary care provider who they see every year for physicals.

NO SHOW POLICY AND CANCELLATION OF APPOINTMENTS

Always call to cancel an appointment **2 DAYS IN ADVANCE** if you will be unable to keep your appointment. We understand there are reasons to cancel on the same day but you must cancel at least 1 hour in advance of an appointment to not be considered a no show. **NO SHOWS** are unacceptable. If you no show 3 times in a row or in a year you may be asked to leave the practice. If you are more than 5 minutes late for an appointment you may have to wait to be seen or be rescheduled.

TEST RESULTS

While we are able to perform many tests at the laboratory in our office while you wait, some tests must be sent out to other laboratories and require at least 24 to 48 hours to process. Please follow instructions given by your physician or nurse practitioner.

PRESCRIPTION REFILLS

To obtain a refill on your child's medication please call our office (413) 536-2393 Monday through Friday between 8:00 am and **4:30 pm**, 48 hours in advance with the following information:

Patient's Name

Date of Birth

Name of Medication

Strength and Dose of Medication

Doctor's Name

Pharmacy Name and Telephone Number

And a phone number that you can be reached at in case there are any questions.

HOSPITAL AFFILIATIONS

If hospitalization is necessary, our physicians have admitting privileges at:
Baystate Medical Center

FEES, PAYMENTS & HEALTH INSURANCE

Holyoke Pediatric Associates accepts most managed care and private health insurance plans, as well as government sponsored medical plans (please check with us for your specific plan). However, patients are responsible for payment regardless of their insurance status. Patients are requested to pay for services before leaving the office unless other arrangements have been made

MASSACHUSETTS LAW – YOU MUST HAVE HEALTH INSURANCE.

We will be glad to submit your claims, but ***require that you pay any co-payment at the time of the visit.***

Our staff tries very hard to keep up with the coverage provided by the insurance companies we accept. However, each company has so many different plans that it is extremely difficult for us to have an in-depth knowledge of each one. Please check your insurance manual or call the 800 customer service number on your Insurance card if you have questions.

We do not want the cost of medical services to stand in the way of timely and appropriate care for your children. Please call our Billing Department at (413) 532-7355 if you are in financial difficulty to make arrangements for a payment plan.

Web Site

Visit us on our Web Site www.holyokepediatrics.com