

# WELCOME TO Holyoke Pediatric Associates, LLP



413-536-2393 [www.holyokepediatrics.com](http://www.holyokepediatrics.com)

150 Lower Westfield Road, Holyoke - 84 Willimansett St, South Hadley

Thank you for choosing Holyoke Pediatrics! We have been a proud member of this community for over 50 years. Our goal is to have a positive impact on the lives of children by providing the highest quality health care in a welcoming and comfortable environment. At two convenient locations in Holyoke and South Hadley, we provide a full range of primary care services for infants, children, adolescents, and young adults up to the age of 21 years. As a Medical Home practice, these services include but are not limited to well child checks, same day visits, sports physicals, on-site laboratory services, lactation counseling, telehealth visits, medical care coordination and evaluation of emotional or behavioral concerns by our on-site integrated behavioral health clinicians. Our providers practice evidence-based care by following the guidelines and recommendations of best practice by the American Academy of Pediatrics.

## **NORMAL BUSINESS HOURS**

### ***Holyoke Office***

Monday - Friday 8:00 am - 5:00 pm

*Triage Phones turn on at 7:30 am*

### ***South Hadley Office***

Monday - Friday 8:00 am - 5:00 pm

**We are OPEN evenings and weekends!!**

***Additional after hours for urgent sick appointments are offered in Holyoke.***

***Monday - Thursday 5:30 pm to 7 pm***

***Saturdays, Sundays, and Holidays 8:00 am - 12:30 pm***

***Closed only on Thanksgiving and Christmas***

## **Phone Triage**

When the office is open, phone calls are handled by our trained nursing staff. They are available to answer medical questions, book same day urgent sick visits, or forward important messages to your child's provider for a return call.

When the office is closed, we are still available for your urgent care needs. When calling our main number, you will be connected with our nurse triage service. They can give you valuable advice for your urgent medical needs. If the need arises, they can have our on-call physician contact you directly. Kindly reserve calls during these *non-business hours* to those urgent matters that cannot wait until the office re-opens. In the interest of making sure your child receives the highest quality care available, **we highly discourage the use of urgent care centers**, though we understand there are times when this is unavoidable. The experienced nurses on our triage service can help you decide when and where your child should be seen. **Always call us before going to an emergency room or an urgent care center.**

## **Scheduling Appointments**

All visits are by appointment only. Well visits and non-urgent follow-up appointments can be scheduled 3-4 months in advance. Sick visits are booked as same-day appointments. We reserve a certain number of appointments each day for our patients' urgent sick needs. We try our best to have our patients always see their primary care physician, but if your primary physician is unavailable, one of our other providers will be available to see your child.

**\*Please always call to cancel an appointment 24 hours in advance. We have a strict no-show policy in our practice. If you miss your scheduled appointment 3 times in one year without appropriate notice, you may be asked to leave the practice. We understand emergent situations happen, but please always call so we can open the slot for another child.**

\*Please arrive 15 minutes prior to an appointment to complete the check-in process. If you are more than 5 minutes late for any scheduled appointment, you may have to wait to be seen or be rescheduled at the discretion of your provider

## **Prescription Refills**

You can request refills for your child's medication refills in two ways:

1. Send us a message through the patient portal (this is the preferred method).
2. Call our office during regular business hours and follow the prompts to request a refill.

Regardless of which option you choose, you will need the following information: patient's name, date of birth, name of medication, strength and dosage, the doctor's name, the pharmacy name and phone number, and a number you can be reached at if there are any questions. **Please allow 48 hours for all prescription refill requests to be completed.**

## **Insurance/Billing Policies**

Co-Pays are expected to be paid at the time of the visit. We currently accept the following insurances: Aetna, Allways Health Plan, Blue Cross Blue Shield, BMC Special Kids Special Care, Champ VA, Cigna, Connecticare, Fallon Health, Harvard Pilgrim, Health New England, MA Behavioral Health Partnership, Mass Health, Medicare, Tricare, Tufts Health, Tufts Public Direct, Tufts ACO with Boston Children's, Unicare, United Health Care, and US Family Health Plan. If you do not see your insurance listed, you can contact them directly. If you have any additional questions, or need assistance contact our billing department at 413-536-2393 option 8.

**Self-Pay Policy:** A discount is given to patients who have no medical insurance. Any patient with no medical insurance or does not present with an insurance card/ ID number will be asked to pay at time of service. Payment plans will be offered to all responsible parties that have account balances due to Deductibles, or Co-insurance amounts. Payment plans will not be offered to patients that have no insurance or outstanding co-payment balances; both require payment to be made at time of service. A responsible party may choose that HPA not bill their insurance company. The responsible party will be asked to pay at time of service for any services received at full price.

### **VFC Vaccines**

The fee for all non-Medicaid and VFC eligible children with no insurance shall not exceed the current Medicaid rate per dose. VFC eligible children with no insurance who cannot pay at the time of service for the vaccine administration fee will receive a bill to be paid within 90 days.

## **Hospital Affiliations**

Our physicians have admitting privileges at Baystate Children's Hospital if hospitalization of your child is ever necessary. We are also proud of our affiliation with Boston Children's Hospital through the Pediatric Physicians' Organization at Children's (PPOC). This partnership gives our patients better access to pediatric specialists across the state.

## **Newborns/Lactation**

When you are expecting, you may arrange a meeting with one of our providers if you are considering Holyoke Pediatrics as your primary care practice. If you are delivering at Baystate, inform them of your decision to choose HPA when you arrive. Each day a pediatrician will visit your baby in the hospital. If you deliver at one of the other area hospitals, a different pediatrician will see your baby there, and we will see them at their 4-day visit at HPA. We also know that difficulties can arise at any point during the breastfeeding process. We have a lactation counselor available by appointment to see you and your child if desired. We want to help mothers, both first time and experienced, become more successful and confident with breastfeeding.

## **Care Coordination**

Our Medical Home Care Coordinator Program helps to coordinate care for our patients. Through this program, we advocate for all patients, especially those with complex medical, developmental, behavioral health, and socio-economic needs. We provide one-on-one education and outreach to help our patients and their families manage their care and connect with services and resources beyond our practice.

## **Coordinating Care Outside the Practice**

Before scheduling an appointment with a specialist, please call our office. Our providers can provide many advanced primary care services in the office, such as suturing lacerations, splinting orthopedic injuries, prescribing acne treatments, and more. Your child's provider will work with you to determine if a visit to a specialist is needed.

If your child does receive care at an outside facility, such as a specialist office or emergency room, please ask the outside facility to send the records to our office after your visit so we can be sure we have all the information needed to best serve your child.

## **Languages**

If English is not your primary language, we have providers, clinical and administrative staff that are fluent in Spanish. Interpreters for other languages are available upon request.

## Website & Facebook

Please visit our website at [www.holyokepediatrics.com](http://www.holyokepediatrics.com) and follow us on Facebook for the most up to date information about our practice. In addition to offering educational resources, downloadable tools, forms, and descriptions of office policies, this is where you will find important announcements, including any inclement weather delays or cancellations.

## Patient Portal

MyChart is our patient portal where patients can access their medical records and complete tasks essential to managing their care. Patients/Proxies can access MyChart through the web and mobile apps for iOS and Android devices, making many aspects of managing healthcare convenient.

*It is strongly recommended that patients 13 to 17 have their own MyChart account; Proxy access for patients aged 13 to 17 is reduced, due to Mass State privacy laws. Patients over age 18 should also have their own MyChart account. There is no proxy access for children over 18 unless they are developmentally challenged. Once a patient turns 18, any proxies with access will automatically have their access terminated.*

The following services are available to the different levels of proxies within MyChart.

Access Type	Allergies	Growth Charts *1	Shot Records	Letters/ Health Forms *4	Lab Results *5	Problem List *2	Histories *3	Questionnaires	After Visit Summary	Meds	Notes
Proxies of Patients <13	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Patients 13+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Proxies of Patients 13-17	✓	✓	✓	✓	✓	✓	✗ Medical/ Surgical ✓ Family	✗	✗	✗	✗
Proxies of Developmentally Challenged Patients	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

\*1- Excluded for patients over the age of 10 with an eating disorder diagnosis on their Problem List. \*2- Excluding sensitive diagnoses (pregnancy, substance use, STD's, sexual activity, contraceptive management, weight related) \*3- Family History, Past Medical History, Surgical History

\*4- Excludes letters marks as "Confidential" \*5- Excludes sensitive labs; pregnancy, alcohol/drug, STD's

### **How to sign up:**

- One of our staff members will ask you for the following information: Parent/Guardian name, date of birth, zip code, and email address.
- An email will get sent to the email address provided that will include a hyperlink for you to click on to activate your MyChart account. MyChart will auto generate a username and you enter a password of your choosing.
- Children in the same family will all appear on the same MyChart account within the guidelines above according to your proxy level listed above.
- Mychart can be accessed by going to our website and clicking on the patient portal button or downloading the MyChart app on your iOS or Android device.
  - When installing the app on your device, choose the state of Massachusetts then choose PPOC as the organization.
  - Log in and instantly have on-the-go access for your child/children's medical records.