

## **Wellesley Primary Care Medicine Office Policies and Protocols**

Our medical practice is committed to providing personalized, respectful, and high-quality care. We expect all patients to treat our staff and providers with kindness, respect, and courtesy at all times. Disruptive, abusive, or threatening behavior will not be tolerated and may result in termination of care.

### **Patient-Staff and Patient-Provider Interactions**

- For questions about office policies, please reach out to the Practice Manager between 9:00 AM and 3:30 PM on weekdays (excluding holidays and outside business hours).
- Respectful Communication
- Please speak to our staff and providers politely and professionally.
- Use appropriate language; avoid offensive, derogatory, or threatening remarks.
- Listen carefully to instructions and share all relevant health information honestly and completely.
- Please call the front desk for --Appointment Scheduling & Cancellations
- Concierge services allow for personalized scheduling tailored to your needs.

### **Medical Record Review**

- Your healthcare provider will periodically review your medical records on your behalf to ensure you receive the best possible care.

### **Scheduling Follow-Up and Annual Exams**

- We expect you to schedule your follow-up appointments and yearly physical examinations. Annual health assessments are strongly advised for all patients. If you are prescribed controlled medications, please refer to the contract you signed regarding the specific requirements related to these medications.

### **Specialist Referrals**

- We strive to assist you with referrals to specialists when necessary. If your provider deems a referral urgent, they will contact the specialist's office on your behalf. The determination of urgency and appropriateness lies solely with your healthcare provider.
- Your provider will communicate directly with specialists involved in your care to coordinate treatment and ensure continuity.

### **Routine and Follow-Up Visits**

- Routine and follow-up appointments will be scheduled within an appropriate timeframe to best manage your health.
- Follow the treatment and wellness plans agreed upon with the concierge physician or with your Nurse Practitioner.
- Communicate any difficulties in implementing care recommendations promptly

### **Patient Agreements and Protocols**

Please refer to the agreement you signed upon joining the concierge part of our practice for specific policies. For additional questions regarding protocols, contact your Physician or Nurse Practitioner directly.

### **Medical Information Management**

All information received from specialists or outside entities concerning your care will be scanned and added to your medical record to maintain accurate and complete documentation for your safety and optimal care.

### **Patient Gateway Communication**

Please regularly check your Patient Gateway account, as your provider often sends test results and care instructions through this platform. If you do not have access or do not receive timely results, kindly contact the office to arrange for results to be mailed to you.

*Thank you for partnering with us to provide exceptional and personalized healthcare. We appreciate your cooperation with these policies as they help us maintain the high standard of care you deserve.*