

PULMONARY & PRIMARY CARE ASSOCIATES OF PLYMOUTH, P.C.

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Welcome to **Pulmonary & Primary Care Associates of Plymouth**. We are honored that you have chosen us as your health care provider. Our goal is to provide the highest quality care for all of our patients in a timely and respectful manner.

We will do our best to provide you with convenient appointments and same-day sick visits if necessary . You will need to bring your insurance card and a photo ID with you for each appointment. Please let our staff know if you have had any information changes since your last appointment. As continuity and coordination of patient care is essential in meeting your healthcare needs, our physicians, nurse practitioner, physicians assistant medical assistants, and office staff work closely in a “team approach” to support your patient care. The members of our team act as “coaches” who help you get healthy and stay healthy and provide the services that are right for you.

Before you visit, please notify your health insurance company of your new primary care provider if required. We also request that you contact your previous physician and specialists and request that a copy of your medical record be sent to us. Records can be faxed to our office and will go directly into your electronic health record using our secure fax # 508-747-1410.

All co-pays and past due balances are expected at time of service, unless a prior agreement has been made with our billing department.

We ask that you allow plenty of time to get to the office for your appointment. You may be asked to reschedule your appointment if you are more than 15 minutes late. We will strive to stay on time. From time to time, a patient emergency arises and we may be running late for your visit. You will have the option to re-schedule or stay to be seen and we will keep you informed of how long of a delay you may experience.

Please bring all of your prescription and over-the-counter medications with you at each visit. We will review your medications at each visit.

Our office policy for a missed appointment is:

- If it is an appointment for a new patient, the appointment will not be rescheduled unless we are notified in advance.
- Multiple no-show appointments will result in dismissal from the practice.

We understand that appointments sometimes need to be changed, so we ask that you call at least 24 hours in advance if you cannot keep your scheduled appointment.

Providing the highest quality of professional care to our patients is very important to us. Therefore, the following guidelines for dispensing medications in our office have been established:

1. **Pulmonary & Primary Care Associates of Plymouth does not offer chronic pain management and will not dispense chronic pain medication** (for example, chronic daily narcotics). We will provide you with a referral to a pain management center if you need this specialized form of care after evaluation by our physicians.
2. If you are on a medication that requires refills for a chronic disease (for example, high blood pressure or diabetes), you will be given ample refills for 30 or 90 days at a time during your office visit.
3. For the safety and well-being of our patients,
 - a. Requests for new medications (including antibiotics) will not be taken over the phone without being evaluated by the medical staff. Refills can be requested by calling your preferred pharmacy who will send the request to our office electronically. Please allow 48 hours for processing.
 - b. We understand that unexpected situations arise, thus a small refill of a chronic medication will be granted for one or two days after office hours on an as-needed basis determined by the on-call physician. This allows patients to be seen and evaluated by the physician during office hours for all their medication refills.

If you need to reach the physician after hours, you can reach our answering service at 508-747-1318. Our office hours for patient care are 9:00 to 5:00 Monday through Friday. We answer phones from 9:00 to 12:30 and 1:30 to 5:00. After hours, our on call practitioner will be able to assist you.

Should you need to see a specialist, a referral may be required. If you have an HMO such as Blue Cross/Blue Shield, Tufts, Tufts Medicare Preferred, Harvard Pilgrim or Fallon there is an outside office that processes referrals for our physicians. The phone is 508-747-5888 for Plymouth Bay Medical Associates. MassHealth, BMC Healthnet and Tricare are still processed at our office at 508-747-1318. We are in partnership with New England Quality Care Alliance (NEQCA) and Tufts Medical Center for referrals to specialists in Boston.

Pulmonary & Primary Care Associates of Plymouth is affiliated with Beth Israel Deaconess Plymouth as well as Tufts Medical Center. Our physicians are on the medical staff at BID- Plymouth and work with the many specialty physicians there. We will be directing our patients to use BID Plymouth's or Quest laboratory and BID-Plymouth imaging resources. Our electronic medical record allows us to receive patient results quickly and efficiently through our direct link with BID-Plymouth and Quest services. This is an important resource in meeting our goal of providing high quality care in a timely manner. Our practice has a secure patient portal to access your record. Sign-up is through our website Pulmonaryprimarycare.com. Once there, follow directions to create an account. Please let us know if you would like to use this feature as results are not automatically sent to the portal.

Welcome to our practice and thank you for choosing Pulmonary & Primary Care Associates of Plymouth for all your health care needs.