

Do you know your child's health?

Part of being a Patient Centered Medical Home includes direct access to your child's health record 24/7 via the Patient Portal.

We offer easy and private access to your medical information online, so you can view your child's personal health record whenever and wherever you have access to the internet!

Gain access to your child's private health information and receive periodic updates and reminders from your doctor from your personal e-mail address!

Patients are signed up for this service by:

- ◆ Providing us with a personal (non-work) e-mail address.
- ◆ Patients 15 years and older can provide us with their own email address to ensure privacy
- ◆ You will be able to securely log on with your username and password, and gain access to your child's personal health record.

The Patient Portal is not intended for emergencies. If you require urgent or immediate medical care, please contact 911.

Why are we becoming a Patient Centered Medical Home?

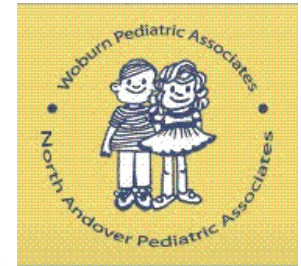
Our practice goal is to ensure better health and quality of life for our patients. To do this, we are building new processes to deliver improved quality healthcare to enhance your experience of care.

Please contact our office with any questions.

**Woburn Pediatrics
7 Alfred St.**

**Woburn, MA 01801
781-933-6236**

**North Andover Pediatrics
800 Turnpike St.
North Andover, MA 01845
978-557-5712**



**Woburn &
North Andover
Pediatrics
Medical Home**

Your Medical Home

A Patient Centered Medical Home (PCMH) is a model of health care “centered” around the patient needs: whether that is a same-day appointment, patient education regarding a particular disease or diagnosis, or a phone call returned on a timely basis.

Your primary care provider at Woburn & North Andover Pediatrics leads a team of health care professionals who are responsible for your child’s health – both in wellness and in illness.

How does PCMH benefit you?

- ◆ Stronger relationships with your doctor and office staff
- ◆ Access to convenient office appointments
- ◆ Connections to specialist care
- ◆ Follow-up of important results and referral appointments



How can you participate?

For your child’s initial visit and subsequent appointments, please bring the following materials:

- ◆ Complete medical history
- ◆ Medication list
- ◆ Complete list of other healthcare providers you have seen since your child’s last visit
- ◆ Questions you have about your child’s healthcare for your provider and office team.

What can you expect from your medical team?

- ◆ Commitment to high quality and experience of care grounded in the most up-to-date evidence based medicine
- ◆ Tools and resources to help manage your child’s health
- ◆ Comprehensive care plans that you have developed with your provider and team to ensure better health and quality of life
- ◆ At the end of your visit, you may receive educational materials about your child’s health. This information is important and will help you manage your child’s care at home.

We are here for you....

Office Hours (by appointment only)

Monday—Thursday: 8:00am - 6:30pm

Fridays: 8:00am - 5:30pm

Saturday: 8:30am - 12:00pm

Sundays: 9:00am - 11:30am urgent only

Holidays: physicians are on call for urgent matters only.

- ◆ During our regular office hours, if your child requires medical assistance, please call us directly and you will receive a response back to your question on the same day.
- ◆ If you need urgent medical assistance after hours, please call our main number and our answering service will send a message to our on-call physician or nurse triage service.

Referral Request Process

Do you require care from a specialist? Please contact our office and we can help connect you to the specialist you need according to your child’s PCP’s recommendations. Contact our Referral Department at **781-933-0254**.

Prescription Refills

For prescription refills please call our Refill line Monday—Friday at **781-638-1010**. If your child’s last appointment was more than a year ago, we will be **unable** to refill your prescription without a new appointment.