

*Wellesley Women's Care, P.C.*

*Obstetrics / Gynecology / Infertility*

*2000 Washington Street, Suite 764*

*Newton, MA 02462*

*617-965-7800*



## **PATIENT TELEPHONE INFORMATION SHEET**

**Main Office: (617) 965-7800**

We welcome and encourage you to call us if you have questions or concerns. Please, first check your “red” information packet provided to you for answers to commonly asked questions, you also may find this information on our website [careforwomen.com](http://careforwomen.com).

### **How to Contact our office-**

If you are having an emergency such as bleeding, you are in labor, questioning labor, having signs of premature labor, or having severe abdominal pain, dial 617-965-7800 and hit option 1 when prompted. This is our **EMERGENCY LINE**, a clinical staff member will answer and triage your call. Please use this line for emergencies only, as a non emergent call may delay assistance to another patient in need of immediate attention.

For after hour **emergency** calls, dial the regular office number and you will be connected to the answering service. When calling please give them your full name, telephone number, and what the problem is. If you do not receive a call back within 15 minutes, please call the answering service again and tell them you have not received a call back. We hope there will not be an instance when you must call the answering service again but certainly be persistent if that is the case. In the unlikely event that you are unable to reach a care provider and you are in labor, you may call **Newton Wellesley Hospital Labor & Delivery Unit directly at 617-243-5186**, and they will be able to help you.

**Non-Urgent Calls-** Please contact us during our normal office hours.

**Monday-Friday 8:30am \_ 5:00pm Lunch 12:15pm -12:45pm**

You should anticipate receiving a call back before 6pm on the day you call if you call before 4pm. Phone calls received after 4pm will likely be returned the following business day.

### **Billing-**

You are able to reach our billing office by phone Monday-Friday 7:30am-4:00pm  
617-965-4120

### **Prescription Refills:**

Prescription refills are handled **ONLY** during regular business hours. You may reach the prescription line by calling the main number and choosing option 5. Please allow 48-72 hours for your request to be processed.

**For your convenience, for NON-URGENT matters, you are also able to reach our office during normal business hours via the Partners Patient Gateway. Through the gateway you are able to contact your provider to ask questions, request appointments and prescription refills, and update your personal information.**