PATIENT TELEPHONE INFORMATION SHEET

Phone Number: 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.

If at any time you feel you are having a MEDICAL EMERGENCY, CALL 911.

HOW TO CONTACT OUR OFFICE

After Hours
For after hour **emergency** calls, dial the regular office number and you will be connected to our after-hours triage nurse's voicemail. Please clearly leave your **name, date of birth, telephone number** and a brief description for your call.
By leaving this message our nurse will be paged.

Emergent Calls During Office Hours- Option 1
If you are having an emergency such as bleeding, severe abdominal pain, you are questioning labor or are in labor, 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.

Routine *Clinical* Questions or Concerns -option 2
To speak to a triage nurse press option 2. Messages left after 4:00 PM, may be returned the next business morning.

Appointments and Prescription Refills -option 3
We are available to receive your calls during our normal office hours which are **Monday–Friday 8:00am – 6:00pm.** **ONLY** Prescription refills are handled

during normal business hours and require 48-72 hours for requests to be processed.

Billing (option 5)
You can reach our billing office by phone Monday –Friday 7:30am-3:00pm
617-965-4120.

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 can contact your provider to ask questions, request appointments and prescription refills, and update your personal information.

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