



Questions in Between Your Visits?

Dear Newton-Wellesley Family Pediatrics Community,

As improvements in technology lead to ever-increasing ways to reach your healthcare providers, we wanted to make sure that you know the best way to reach your provider with questions between appointments.

As always, if you are ever concerned that your child is having an emergency, you should take them into the nearest Emergency Room or call 911.

For urgent questions:

- During business hours (Monday – Friday 8am-5pm) and Saturdays 8am-12noon, please call our office line **617-965-6700**. This will direct you to our nurse triage, who will ask any follow up questions and either provide advice or schedule an appointment for you to be seen.
- During after-hours, our office line will go to an on-call nursing triage service, who will help you with advice or direct you to head to the nearest emergency room. A provider is always available and on call for back up.

For non-urgent questions:

- You can either call our office line, or we would like to explain the best use of MyChart messages. All MyChart messages are triaged by our nursing staff and given the amount we receive, we appreciate your patience with expecting a response back within 2-3 business days. The nurses will respond with their advice, recommend an appointment, or discuss with a provider if needed before getting back to you. Please be aware that if your question is forwarded to the provider and the provider responds with medical advice, this may be billed to your insurance as a medical encounter and you may incur a charge or co-pay depending on your insurance plan. Technology has improved our communication in healthcare greatly, which has been wonderful in so many ways, but we wanted our patients to be aware of some of the limitations so that we can deliver the safest and most efficient care that we can.



Newton-Wellesley Family Pediatrics
Boston Children's
Primary Care Alliance



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We anticipate that there will be some confusion as we settle into this system, and encourage you to reach out with any questions or feedback, or visit our website, where you can also view our financial policy on the Insurances & Policies section at <https://www.childrenshospital.org/alliance/practices/newton-wellesley-family-pediatrics>.

As always, our priority is making sure that your family gets the care they need in the best way we can provide it. We are honored to care for your family.

Sincerely,

Newton Wellesley Family Pediatrics