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Welcome to Norwell Pediatrics

We are thrilled that you are considering Norwell Pediatrics to be your pediatric practice and feel honored to participate in the health care of your child. We welcome the opportunity to build a lasting relationship with you and your family. We are dedicated to providing the highest quality of personal health care tailored to your family's needs while abiding by the latest evidence-based medicine. We will do our best to earn your trust and respect as well as create an environment that celebrates the fun and excitement of childhood. This informational handout should answer many of your questions about how our practice is organized and serves as our Office Policies.

Hours of Operation

We are excited to offer a walk-in hour Monday-Friday from 8-9am for your convenience. No appointment is necessary. Please limit visits only to those where your child has been sick no longer than 3 days and you would like them to be evaluated. The visits are on a first-come, first-seen basis although we may need to change that if a child needs to be seen immediately at our discretion. If your child has been sick longer or this is an older problem, we will ask you to schedule later in the day so that the appropriate amount of time can be spent evaluating and treating your child. This is both to respect your, our and other patients' time as well as ensure that proper care is being provided as walk-in visits are meant to be quick. Walk-in service may be canceled due to inclement weather, vacation or illness, so please check our Facebook page for updates.

The following hours are by appointment only:

Monday- Friday 9:30-4

Saturday Closed but 9-12 on a case-by-case basis possible (reminder – no walk-in on Saturdays)

Sunday Closed

Calls, Texts and Patient Gateway

Spruce Health: We recommend downloading the Spruce App (by invitation only, you will receive an invitation during registration) for ease of communication with Norwell Pediatrics, both during and after hours. This can be used for texting in a HIPAA secure fashion, including sending us photos and videos. Additionally if a telemedicine visit is offered, this can be performed easily within the Spruce App. Although you can text our office number outside of the Spruce App, we cannot guarantee that it will be HIPAA secure.

After Hours/Holidays: Dr. Davis, Dr Neafsey or Barbara are on call after hours and on holidays to address emergency medical concerns only. You may leave a voicemail or text on our business phone number for less urgent issues to be addressed the next business day. Kindly, reserve calls requesting an immediate callback from during non-office hours for urgent problems that cannot wait until the office re-opens. Voicemails or texts regarding prescription refills, billing or non-emergent medical questions will be returned the following business day. Parents who need a call back from the provider after hours should call the main office number and are then directed to leave a message. Urgent calls are typically returned within 30 minutes.

Phone Triage: Families who have medical questions or concerns during normal business hours or would like to schedule an appointment should Spruce message (preferred) or call the office using the main business number. If we are unable to answer your call immediately, please leave a voicemail and we will return your call as soon as possible. If you are waiting for a return call, please keep your phone handy to avoid missing a call.

Patient Gateway: We request that all families sign up for a Patient Gateway account during registration. For children 12 and under, parents/legal guardians will have a proxy account with full access to their child's medical records. Once your child turns 13, this proxy access is revoked and you will need to re-enroll. Your child can also enroll once they turn 13 to have their own account as long as there is a proxy account as well. Per MGB policy, access becomes more limited at this age for confidentiality reasons. All access is revoked once again at age 18 so that your adult child can enroll for their own, full access account. They can add family members at their discretion.

Advantages of a Gateway Account include but are not limited to:

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| ✓ Request prescription refills | ✓ Verify insurance |
| ✓ View test results | ✓ eCheck-In |
| ✓ View appointments & receive email reminders | ✓ Pay copays / Prepayments |
| ✓ Complete questionnaires | ✓ School forms and letters |
| ✓ Communicate directly with your care team | ✓ Medical records including vaccinations, physician notes, medications, and growth charts |
| ✓ Partake in Epic-integrated virtual visits | |

Please allow 2-3 days for a response on the Gateway including medication refills. Communication with your care team that is more urgent and needs to be addressed the same business day should be via our office phone number by phone or text (Spruce App preferred).

Website and Social Media

Website: www.norwellpediatrics.com is a great resource for office information. Any closings or changes in hours due to vacation or inclement weather will be posted on our Facebook page and the Facebook feed of our website. If you have questions about non-urgent medical issues, please check out the Symptom Checker on our website. This will help you decide how to manage problems at home while awaiting in-office medical advise or decide when to seek advise itself. Information about your child's well visit and expected vaccinations can be found on our website as well.

Facebook: Please like to follow our Facebook page to have access to the most current and up to date office news including phone outages, vacations, closings, pertinent articles and more. If walk-in ever needs to be canceled, this will be posted immediately on our Facebook page and be visible on the Facebook feed on our website.

Refills, Referrals and Records

Prescription Refills: Prescription refills will typically be completed within 2-3 days of the request and are sent electronically to the pharmacy chosen by the parent. We ask that parents not wait until the medication has run out to request refills. This allows us to review your child's medical record to refill the medication appropriately and that follow up appointments are scheduled as needed. Please see below for more info on ADD/ADHD medications.

Referrals: Referrals to outside providers (either scheduled by us or requested by the parent) are typically completed within 5 business days. This allows time for our staff to address insurance issues and provide information to the designated outside provider. We will need the specialist name, NPI and appointment information to process your request. It is your responsibility to ensure that the referral is in place and covered by insurance prior to your first specialist appointment.

Transfer of Records: A records release form will be completed by the parent/guardian when they join the practice. Release forms are faxed to the previous provider the same day. Once the records are received they are scanned into electronic medical record. Patient records to be sent from our office to another provider will be done free of charge. A small fee (\$0.50 per page for the first 100 pages and \$0.25 for each additional page in excess of 100 pages) will be charged for all records requested by the parent for personal use. Records are typically sent out or available for pick-up 3-4 business days after the request is received.

Payments

Finances: We accept a variety of insurance, including Mass Health (MGB ACO only). We ask that you always come to our office with the appropriate insurance information including your insurance card and that you be prepared to pay any co-payments or co-insurance that is your responsibility each time your child comes to the office. Payments can be in the form of cash, check or credit card. If you prefer we can place your credit card on file for these payments. Payments can also be made on our patient portal. Please contact our office during regular business hours in regards to any insurance questions or payment plan options. Payment plans can be arranged on a case-by-case basis for any financial hardship. We reserve the right to require a credit card on file to ensure payment in a timely fashion for any accounts over 30 days old. Repeated failure to pay in a timely fashion could be grounds for dismissal from our office.

Insurance *usually* covers wellness visits in full but some plans do have a co-pay or require payment for certain screenings. Sick visits – including any newborn weight check and jaundice evaluations between the newborn and 1 month visit – usually incur a co-pay or deductible payment. It is your responsibility to know the details of your plan as each varies.

Scheduling Appointments

Sick Visits: Walk-in hours area available 8-9am Monday-Friday. Same day sick appointments outside of those hours are available for each day (Monday – Friday) to accommodate those children in need of a sick visit not seen during walk-in or for patients with longer, more complex problems. Saturday visits are reserved only for first newborn visits and urgent same day sick appointments at the discretion of the provider.

Wellness exams: Wellness exams are typically available Monday – Friday. Well child exams will not be scheduled on weekends. These exams are scheduled at the following ages:

Newborn	6 months	18 months
1 month	9 months	2 years
2 month	12 months	2 ½ years
4 months	15 months	3 years, then yearly

School physical form and immunization record will be placed in your child's chart and accessible at your convenience via the Patient Gateway. There is no fee associated with this. If at any time an additional specialized form is needed, a \$10.00 fee per form may be charged and we require 48 -72 hours to complete.

Vaccinations

Vaccines: Our practice follows the American Academy of Pediatrics recommended vaccination schedule. The current schedule is completely safe and effective with minimal side effects based on extensive research. We require all new patients to our practice to adhere to the vaccine schedule endorsed by the American Academy of Pediatrics. Questions about individual vaccines are always welcome and counseling is provided at every well visit as needed.

Specific Visit Types

ADD/ADHD: Initial visits for possible ADD/ADHD concerns cannot be combined with a well child visit given the complexity and time involved. These initial ADD/ADHD visits are scheduled for 30 minutes to fully assess the concerns. Questionnaires (Vanderbilts) must be filled out and either faxed, sent in via portal or dropped off in the office prior to scheduling the initial appointment. These need to be filled out by the parent(s) (both if an option) as well as 1-2 main teachers/coaches. Links to these are on our website, www.norwellpediatrics.com or available to be picked up in person in the office. These forms are designed to aid in the diagnosis of ADD/ADHD, will be reviewed by the physician once received and a detailed appointment will be scheduled to discuss. A possible diagnosis as well as plan which may include therapy, specialist referral and/or medication will be made based on the data gathered.

ADD/ADHD medications are refilled every 30 days. Follow up appointments must be scheduled every 3 months (or sooner if requested by the physician) and prescriptions will not be refilled without follow-up. Please plan to schedule the follow up appointment prior to leaving the office. Once a diagnosis is established, we can potentially combine ADD/ADHD visits with the well child visit for

your convenience but please note that this will generate a sick code and possibly a co-pay, depending on your insurance policy.

Asthma: Children requiring asthma controller medications or frequent refills of their asthma medications will need to be seen prior to those refills and at least every 6 months.

Follow up Appointments: Follow-up appointments are scheduled per the doctor's recommendation to follow-up on medical conditions or a recent illness. It is important to schedule and keep these appointments to ensure your child's continued progress and recovery from illness.

Pre-Op Appointments: Children who are scheduled for an upcoming surgery (ear tubes, tonsillectomy, dental work, etc.) often need to be seen by one of our physicians prior to surgery. Surgeons will typically want this several weeks prior to surgery and we can accommodate this request. However, at Norwell Pediatrics we think this is too far in advance of the procedure and thus we would prefer to see your child 3-4 days prior to the surgery date to ensure your child is well enough to have the surgery. In cases that a surgeon needs the early paperwork we may need two visits to assure a safe surgery, one a few weeks prior to pre-clear for the procedure then another a few days ahead of the event to screen for acute problems that might interfere with the surgery.

Sports physicals: Children and teens who participate in organized sports are usually asked by the team or school to have a sports physical performed prior to participation. For your convenience and your child's general well-being, every well child visit updates typical concerns addressed at a sports physical. As long as the well visit is up to date and within a year, the school form should qualify.

Specialized Psychiatric Nurse Practitioner Visits: Norwell Pediatrics is excited to offer appointments with Anne Marie Mingolelli for specific mental health medication visits. These can only be scheduled after an evaluation by your PCP at Norwell Pediatrics and upon their referral.

No Show and Late Policy

No show policy: Norwell Pediatrics requires 24-hour advance notice for all cancellations or reschedules. Failure to notify our office or a no-show may result in a \$50.00 fee. Emergencies will be considered on a case by case basis for waiver of this fee. Repeated cancellations or missed appointments will result in loss of future appointment privileges. After the third no show, the patient may be discharged from the practice.

Late Policy: Any patient arriving more than 15 minutes late to their scheduled appointment may be asked to reschedule in order to ensure that you receive the appropriate level and attention to care as well as to respect other patients' time.