**Welcome to Root Family Medicine!**

Thank you for choosing us as a partner in cultivating your good health! We know there are many options for primary care and recognize your choice to follow a more holistic path. Our goal is to provide you and your family with the tools you need to attain your best health while fostering a mutual respect between you and your care team. Please review this document carefully to ensure transparency and good, positive communication!

**Our Commitment to your Care:**

We will work to bring you well-rounded, evidence-based, holistic primary care.

We will acknowledge and address your concerns and personal preferences.

We will provide clear, respectful, and timely communication regarding your care.

**As a member of our Root Family, we appreciate the following:**

Keeping regularly scheduled appointments (at least yearly) and arriving on time.

Informing us of any changes to your health and well-being.

Courtesy and respect to our practice staff and clinical team.

Adherence to our practice policies and procedures.

**Thank you again for choosing Root Family Medicine!**

**Please review the attached practice policies and let us know if you have any questions.**

**Insurance:**

RFM is contracted with most major insurers. These include Allways Health Partners, Blue Cross Blue Shield, Harvard Pilgrim, Tufts Health Plan, Tufts Medicare Preferred, Medicare, Cigna, United, Fallon, Tricare, and Unicare GIC. We do not accept any MassHealth or MassHealth affiliated plans.

Please check with your specific plan prior to obtaining services to ensure that we are in-network primary care providers, to optimize your healthcare coverage. It is each patients’ responsibility to understand their medical benefits. Please direct any questions regarding coverage and cost-sharing to your insurer.

**Appointments:**

Respecting your time is important to RFM. When you have a scheduled appointment with our office, either in-person or virtually, please know that we are making every effort to keep that appointment on schedule. As we all know in the health care setting, this is not always possible, unexpected delays do happen. Our front desk coordinator and medical assistant will be sure to keep you informed of any delays.

**What you can do:** To help us stay on track, we ask that you arrive at least 10 minutes prior to your in-person appointment time. This allows us to complete the check-in and rooming process so that you are ready to maximize the time you have with your provider. When you are unable to arrive early, you can complete your questionnaires and e-check in on Patient Gateway prior to arrival! If you arrive 15 minutes late or more, you may need to reschedule your visit.

**For Virtual Visits:** Please be logged in at least 5 minutes early. You can use this time to complete your e-check in and questionnaires which are both required steps for utilizing our virtual visits. If you are having trouble logging on please call the front desk (option 1) as soon as possible so that we can assist you.

**Rescheduling, Cancellations, and No-shows:**

Because your time with your provider is so important, we ask for at least 24-hour notice if you are unable to keep a scheduled appointment. This gives another Root Family patient the opportunity to take that appointment.

If you cancel an appointment on the same day it is scheduled to occur, or do not show up for a scheduled appointment, this is considered a “No-show.” This will incur a $50 fee. If there are 3 no-shows, you may be dismissed from the practice. This policy applies to both in-person and virtual visits.

We understand there can be extenuating circumstances and that will always be considered in any decision to issue a fee or terminate care.

**Referrals:**

If your insurance plan requires referrals, please be sure to notify us of any upcoming specialty visits. We recommend about a two-week lead time. You may request your referral by leaving a message on our referral line (option 3 when you call the main office number) or on Patient Gateway.

Please note that as an affiliated practice of **Newton-Wellesley Hospital** and **Mass General Brigham**, we refer our patients to their high-quality specialists and facilities. BCBS, Tufts, and Harvard Pilgrim, do not require insurance referrals when you are utilizing specialists in this network. We will also have direct access to the specialist’s notes and any testing or treatment you have with them. However, if you come to our practice with a long-standing relationship with a specialist outside of this network, we will help you maintain that continuity of care and issue referrals as needed. To see a complete list of affiliated organizations, go to Massgeneralbrigham.org

**Contacting the Office:**

The office can be reached by phone during normal business hours Monday through Friday between 8am and 4:30pm. We do not answer phones between 12 and 1p. You can call to conduct all routine business; questions, refills, referrals, scheduling, and clinical issues.

If you are unable to reach a staff member during normal office hours, **please leave one voicemail that includes the best way and time to reach you.** Urgent clinical calls will be returned same day and non-urgent calls will be returned within 48 hours. We have a small staff, if you don’t reach us right away it just means we are helping another patient, please leave a message and we will always get back to you.

**Patient Gateway:**

As an affiliate of Mass General Brigham, we have access to their electronic health records system and therefore their Patient Gateway platform. This is an excellent way to contact the office, schedule your visits, review all lab results and testing, and even notes from your office visits. We encourage you to utilize this tool to allow maximum transparency and access.

You will use your Patient Gateway account to send messages to your care team, request refills, request referrals, request non-urgent appointments, view your medical records, attend virtual visits, and keep your information accurate and up-to-date.

Please only use your Patient Gateway to send non-urgent, brief, clinical questions or updates to your care team. These messages are reviewed daily but please allow **up to 72 hours** for a response. The providers address these in-between their scheduled appointments. **If you have a more urgent matter to address, please contact the office via phone (option 2 for clinical staff).**

**Care After Hours:**

If you need urgent medical advice after hours, you may contact the on-call provider by calling the main office line. They can help you determine if you need emergency or urgent care. We do not have an answering service or triage line so **please remember to reserve this for urgent matters that cannot wait until we return to the office.**

For urgent care centers, we recommend Newton-Wellesley’s Waltham Walk-In and the BWH Urgent Care Center at Foxborough (Patriot’s Place). If you use another facility please be sure that they send us the notes and results after your visit.

**Diagnostic Imaging, Labs, and Specialty Testing:**

**Imaging:** If it is determined by your provider that you require diagnostic imaging or testing this will be scheduled with Newton-Wellesley Hospital and Mass General Brigham locations for ultimate continuity of care. Other locations can be considered on a case by case basis.

**Labs:** Regular lab testing will be ordered at your annual physical or wellness visit based on your discussion with your provider. **We do not order testing prior to your physical.**

Orders are placed through the Mass General Brigham system, we can provide a list of their facilities that offer outpatient phlebotomy services, this can also be found on their website. We do order some unique testing that requires we use outside labs such as Quest Diagnostics. We do not order labs recommended by external providers that fall outside of our own wheelhouse.

**Specialty Testing:** Because of our background in functional medicine, we do offer a limited menu of specialty tests to evaluate your whole health. They may be recommended at your visit. We will provide the most up-to-date cost information that we can and any contact information for the performing laboratory so that you can decide if specialty testing is right for you. There is a $20 administrative fee paid to Root Family Medicine for each specialty kit ordered. The rest of the cost of the test goes directly to the servicing lab.

**Results:** Results of labs and imaging will be immediately available for your review in Patient Gateway as soon as they are available, when performed in-network. If you would like to discuss your results with your provider, you will be advised to schedule a follow up visit. Results of specialty testing will not be viewable on Patient Gateway and will always require a visit to review with your provider. We can mail you a hard copy for your records. Our virtual visits are perfect for reviewing results!

**Prescription Refills:**

Prescription refills will be completed only during normal office hours and require at least 48 hours’ notice. We may not always be able to fulfill a last-minute request for a refill. Some medications require regularly scheduled follow ups with your provider and if you are not up to date on your appointments this can cause a delay.

If you are being prescribed controlled substances this will require regular follow up appointments and could require a signed prescription agreement between you and your provider.

**Osteopathic Manipulation Treatment (OMT)**

Dr. Stauder is a skilled osteopath and provides care for both primary care patients of Root Family Medicine and patients who only come to our office for OMT.

Appointments are 45 minutes for your first consultation and treatment, and 30 minutes for a follow up OMT visit.

Arriving on time for your OMT visit is important. **Late arrivals may still be seen if within 10 minutes of appointment time, but your treatment will be shorter.** If you arrive more than 10 minutes late, we will need to reschedule your visit to ensure adequate time for your treatment.

Our Cancellation and No-show policies also apply to our OMT visits.

Patients are also responsible to ensure that they have insurance coverage for OMT treatments. If you are seeing Dr. Stauder for OMT only, you may require a referral from your primary care physician. Please contact your insurer prior to scheduling OMT to ensure coverage.

**Thank you for joining the Root Family!**

I acknowledge I have read and understood the Root Family Medicine Patient Provider Agreement:

Patient Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Patient Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_