



## Is Orangetown Pediatrics right for your family?

When choosing a pediatrician, it is important to give serious consideration to the fit between the practice's philosophies and your own. Excellent care occurs when your families' priorities align with ours and when shared decision-making is based on mutual respect.

Please review the following to assess if Orangetown Pediatrics is the appropriate medical home for your children. We look forward to meeting you and caring for your family.

### Office Hours

We make every effort to meet the needs of our patients and have open hours on Saturdays, Sundays, and evenings. Evening, weekend, and summer well-visit appointments fill up quickly. If your schedule requires these hours, be sure to book your appointment early. And if you need to reschedule, please let us know as soon as possible so that appointment may be given to another family.

### Timeliness

We believe everyone's time is valuable and make every effort to run on time, barring unforeseen complications or emergencies. We ask that you make every effort to arrive at your scheduled appointment time. If you are late and our schedule doesn't allow for the delay, we may need to reschedule your appointment. If possible, we may postpone your appointment to later the same day. We feel this is fair to the family with the appointment after yours.

### Same Day Appointments

We do not offer walk-in appointments. You can schedule sick visit appointments online without having to call the office. We ask that you call the office first if you need to bring a sibling in for an appointment at the same time. You may be offered an alternative appointment time when there are two visits back-to-back available.

### After hours

We have a provider on call 24/7/365. You can reach the on-call provider by calling the main telephone number. We ask that you reserve after-hours calls for issues that are urgent and cannot be answered during normal business hours. From 10:00 pm to 8:00 am, calls will be answered by a nurse triage service. The nurses follow evidence-based protocols established by the American Academy of Pediatrics.

## Billing and Fees

We ask that you familiarize yourself with how your insurance works concerning patient balances, co-payments, deductibles, and coinsurance. Please know that we do charge a missed appointment/late cancel fee as the appointment time cannot be used for other patients if we don't know with advanced notice that you will not be coming to the appointment.

## Antibiotics

We do our best not to overuse antibiotics. We educate families on appropriate use and follow evidence-based guidelines. We do not automatically treat a sore throat, ear pain, or green nasal discharge with antibiotics. We don't call in antibiotics over the phone as we do not believe this is good medicine. We will prescribe an antibiotic in the office when we feel they are appropriate, but we don't take the decision lightly. Together we can create a healthier community with less antibiotic resistance.

## Vaccines

Our vaccine policy follows the schedule outlined by the CDC and the American Academy of Pediatrics. We vaccinate our own children on schedule and recommend the same of our patients.

## Technology

Our practice prides itself on efficiency through the use of technology. Please pre-register for your appointments before your arrival and complete any of the necessary paperwork in advance so we can best make use of your time in the office.

## AI Scribes

Our providers utilize AI scribes on their laptops. This allows them to speak with you face-to-face in the exam room and concentrate on the medical care, not the documentation. It also enables us to provide school forms at the time of the visit and any school notes you need.

**If you have any questions about our policies, please do not hesitate to ask.**

**We hope you decide we are the right fit for your family. It is a true pleasure to serve the patients of our community.**



**Orangetown Pediatric Associates**  
Boston Children's Health Physicians