

[Date]

[Patient's address]

Dear [Patient's name],

Getting care when you need it

As your primary care team, we're committed first and foremost to your good health. That means knowing about and coordinating your medical care, so we know how you're doing and how to help you become your healthiest. When you need medical attention, it doesn't matter what day or time it is. We're here to help.

Appointments

When you have a health concern, feel sick, or need to schedule a checkup, call our office. We'll do our best to make an appointment for you soon.

Appointment hours	[complete this table with your practice's information]
Office phone	
Patient website	

After-hours

Even if you're sick when our office is closed, please call us first. This may save you a large copayment at the emergency room because, depending on how severe your medical concern is, the emergency room isn't always your best option.

[Insert directions for patient; for example: We have an on-call nurse who will listen to your concerns and help you get the care you need. Add specific instructions for getting through to triage after-hours, visiting a designated urgent care center, or calling a nurse, etc.]

(continued)

More after-hours care

If we're closed, there are other options, including one from your Blue Cross Blue Shield of Massachusetts health plan:

Option	Examples of when to use	Contact information
Blue Care Line (24-hour nurse line)	<ul style="list-style-type: none">• Cuts• Dizziness• Fever• General discomfort	1-888-247-BLUE (2583)
Limited Service Clinics	<ul style="list-style-type: none">• Earaches• Flu• Pink eye• Sore throat	Myfindadoctor.bluecrossma.com Click Find Urgent Care Centers
Urgent Care Centers	<ul style="list-style-type: none">• Broken bones• Minor burns or injuries• Short-term (acute) illness• Sprains	

Emergencies

If you think your illness or injury is an emergency or life threatening, go directly to the nearest hospital, or call 911. And, just so you know, if you do experience an emergency, we routinely work with [office-affiliated hospital].

This means:

- If you are admitted to this hospital, they notify us and [insert action by your practice; e.g., we will be able to talk to the doctors taking care of you; or someone on our staff will see you daily].
- If you are not admitted, our relationship with this hospital helps us to provide follow-up care.

Please follow up with us

If you change your medications or get care outside of our office, please be sure to call us. Your health is important to us, and the more we know, the better we can care for you.

Sincerely,

[Physician's name, title, and practice name or department]



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