

Committed to You and Your Health:

<Practice Name>

We're glad you are a part of <Practice Name.> Because we're committed first and foremost to your health, we're here to serve as the center of your everyday care, and to coordinate care with our trusted team of specialists and providers. We pride ourselves on our collaborative relationships, working closely with you, your health care providers, and your health plan. We look forward to keeping you in good health.

The center of your care

Your primary care provider (PCP) coordinates your health care. PCPs have a complete understanding of their patients' medical history and conditions, putting them in the best position to determine when special medical care is needed. When it is, your PCP will refer you to one of the high-quality specialists we know and trust, ensuring the best and fastest care.

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

Specialists and referrals

We have a trusted team of doctors and specialists who will work together to offer you complete, coordinated care. When it's needed, your PCP will refer you to the specialist or hospital that's right for you.

If you need a specialist outside of our group, we'll discuss your options with you, keeping in mind quality of care, accessibility, timeliness, and cost, as we make the best decision for you.

For a list of our trusted providers, please see the attached page.

For more information about our team and services, visit <patient website>.

We offer the following appointments to fit your busy schedule:

Appointment hours:

<X:00 a.m. – X:00 p.m.>

For urgent care:

Nurse line: <Phone number>

Contact us:

<Address>

<Address>

Office number: <Phone number>

Referrals: <Phone number>

Prescriptions: <Phone number>

After hours: <Phone number>

Your health plan's role

Your health plan, Blue Cross Blue Shield of Massachusetts, partners with us to help you achieve and maintain better health. Understanding your health plan is an important part of making the most of your health. Create an account and log in to Member Central at bluecrossma.com/membercentral to learn more.