ROOT FAMILY MEDICINE

we grow healthy roots

Practice Information

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 and arriving on time.

~ Scheduling annual well visits for adults and all routine well visits for children (newborn, 2 weeks, 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 2 years, 2.5 years, 3 years then annually) regardless of vaccination schedule.

~ 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.

Mass General Brigham
Newton-Wellesley Hospital

Membership

Root Family Medicine (RFM), is a membership practice. This means that all our patients pay an annual fee in order to access our clinicians and services. You must be a member in order to receive primary care and osteopathic care. Your health insurance will cover all of the things it usually does with any cost sharing that is required by your plan. However, your membership includes benefits outside of that which insurance covers such as discounts on IV infusions, supplements, products, and acupuncture. It also gives you access to our online health library, monthly webinars, and weekly health coaching. If you have further questions about membership you can reach out to our membership coordinator.

Insurance

RFM is contracted with most major insurers. These include Mass General Brigham Health Plan, Blue Cross Blue Shield, Harvard Pilgrim, Tufts Health Plan, Tufts Medicare Preferred, Medicare, Cigna, United, 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 every patient's 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.

(Appointments continued)

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, we will 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. If you are waiting for your provider, please note that it can be challenging to shift between in-person and virtual visits throughout the day. We will make every effort to make you aware if they are behind.

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 member the opportunity to take that appointment time.

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. Chronic issues with keeping scheduled appointments are detrimental to the patient/provider relationship and may end in dismissal from the practice.

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 4:45pm. 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 the 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 member of the practice, please leave a message and we will always get back to you.

Patient Gateway

As a private 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, BWH Urgent Care Center at Foxborough (Patriot's Place), or any Mass General Brigham Urgent Care. 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: Lab testing will be ordered at your annual physical or wellness visit based on your discussion with your doctor. 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. The only out of network lab that we use for routine testing is Quest Diagnostics.

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. The cost of these tests goes entirely to the lab performing the testing.

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 the Mass General Brigham 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. 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 and lab testing, if you are not up to date on these items it can cause a delay.

If you are regularly being prescribed controlled substances this will require regular follow up appointments and 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 min for your first consultation and treatment, and 30 min for a follow up OMT visit. Arriving on time for your OMT visit is important. Late arrivals may still be seen if within 15 minutes of appointment time, but your treatment will be shorter. Our Cancellation and No-show policy also applies to our OMT visits. **The no-show fee for an OMT appointment is $80.**

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 again for choosing Root Family Medicine!