HOME PAGE

*21 Main Street, Suite 1B,*

*North Reading, MA 01864*

*T. 978-664-4698*

*F. 978-664-1485*

***Welcome to North Reading Pediatrics!***

Our goal here at North Reading Pediatrics is to provide up-to-date pediatric medicine in a warm and personal atmosphere. We provide quality health related services to children from birth through college age. We are pleased to welcome you into our Medical Home. We look forward to watching your child grow with us. Our staff is here to support and guide families with their child’s individual medical needs.

Picture of Doctor

Dr. Vladimir Gleyzer is an American Board of Pediatrics certified Pediatrician with over 25 years experience. He is fluent in English, Russian and Ukrainian. As a solo physician practice, our patients are ensured that their child will be treated by a doctor who has truly established a relationship with patient and family. Dr. Gleyzer has hospital affiliations with Winchester Hospital, Children’s Hospital and Melrose-Wakefield Hospital.

APPOINTMENTS

***Office Hours***

\***Regular Hours: Monday – Friday, 8:00am - 5:00pm**

**Walk-in Clinic: Monday – Friday, 8:00am – 9:30am (No Appointment Necessary, Acute Sick Visits Only)**

**\***Weekdays we close the office from 12:00pm – 1:30pm (answering service available)

***Telephone Calls***

Telephone calls will be answered by our front desk staff between 8:00am-12noon and 1:30pm-5:00pm. During the lunch hour, our answering service will answer all calls. Calls will be triaged and emergent calls will be directed to the physician for a timely response. Urgent calls will be returned by the physician as soon as possible. **If you feel your child may have a life threatening condition, please call 911**. If you have a routine, non-urgent question, physician will try to return your call by the end of the business day. If you call at the end of the day and the matter is not urgent, physician will return your call the next morning.

***Appointment Scheduling***

**Sick Visits:** We keep appointments open for urgent, same day visits. Urgent visits (acute illness) will be scheduled the same day, whenever possible, based on triage of your child’s condition. If you feel your child needs to be seen that day, please call as early as possible. Non-urgent (follow up, chronic illness) will be scheduled within 2 days, or as determined by the physician.

**Well Child Visits:** Children older than two should be seen once per year for their routine physical. At the end of the well visit, we will ask you to schedule next year’s visit. Ordinarily, we schedule well visits no earlier than one year from the current date. However, if you would like to schedule the physical before that time period, we encourage you to call your insurance carrier to determine whether it will be covered. Children younger than two need more frequent well visits, and we will assist you in scheduling them accordingly.

***Cancellation/No Show Policy***

If you need to cancel or reschedule an appointment, please make every effort to do so at least 24 hours in advance. A significant amount of time has been allotted for every appointment and we would like to offer this time to other patients that may be in need of an appointment. More than one *No Show*, may result in a fee.

***Late Policy***

We will do our best to stay on schedule and keep your wait to a minimum. If you are a few minutes late, we will try to accommodate you, but if you are 15 minutes or greater we will have to reschedule your appointment.

***ABOUT US – THEN DROP DOWN TO TAB-OUR POLICIES***

***Prescription Refills***

Prescriptions can be called in during regular office hours, Monday thru Friday. Please allow 72 hours for all refills, when possible. Our preferred method would be to use our MyChart Patient Portal, 24/7 to request Prescription Refills; messages will be reviewed during regular business hours. Some prescriptions may require being picked up at our office.

***Specialist Visits & Referrals***

We can assist you in finding specialists for your child when necessary. If your insurance requires that you obtain a referral authorization to see a specialist, please call our office or submit request through MyChart Patient Portal two weeks in advance of the visit and provide us with:

* The specialist’s name
* The specialist’s NPI number (National Provider Identification)
* The date of the first appointment
* The number of visits required
* The specialist’s contact information

For all Emergency referrals, please contact our office the next business day with all necessary information in order to process a referral.

***After Hours, Weekends & Holidays***

For urgent matters when the office is closed, call the office number **(978) 664-4698** and the answering service will contact the Doctor. Call backs when possible are made within 20 minutes. If you do not hear back from us within 30 minutes, please call office number again.

For weekends, holidays and vacations, our Practice shares coverage with several other pediatricians in the area, so there will **ALWAYS** be a doctor available for you to speak with. During the weekend, holidays or vacation time, call the office **number (978) 664-4698** and the answering service will contact the doctor on call.

Covering Physicians will be one of the following:

Dr. Matthew Brewer Dr. Jeffrey Feldman

Dr. Leslie Nystuen 340 Main Street, Ste. 101

548 Lebanon Street Melrose, MA 02176

Melrose, MA 02176

Google Directions

**If you feel it is a life threatening emergency, please call 911 or go directly to the closes emergency room. Any suspicion of poisoning call Poison Control Center at 1-800-222-1222.**

***ABOUT US – DROP DOWN TO PATIENT PORTAL TAB***

***MyChart Patient Portal\****

We request all Patients become part of our MyChart patient portal. Our Patient Portal is a secure place with access 24hrs, 7 days a week, where patient and practice can communicate. We ask for a personal email, not a work email.

Benefits to using the Patient Portal:

* Request referrals to a Specialist.
* Ask non-urgent questions - response time within 24hrs or the next business day
* View list of current medications
* Update child’s demographics
* View upcoming appointments
* Request medication refills
* View your child’s immunization records
* Requested letters and Health Form will be available
* View important News from our Practice

C:\Program Files (x86)\Microsoft Office\MEDIA\CAGCAT10\j0195384.wmfSign up for our Interactive MyChart Patient Portal!

\*some restrictions may apply.

***INSURANCES***

***Insurances***

Most Commercial Insurances are accepted; Aetna, AllWays, BCBS, Cigna, Harvard Pilgrim, Tufts, United Healthcare. As for State funded insurances, we accept Tufts Health Together Boston Children’s Hospital ACO. Please verify with our Front Office, that your specific plan is accepted. Having the most up-to-date insurance information is critical for providing quality and timely services to our patients.

Due to variety of insurances, with their individual requirements of co-payments and referral networks, we must insist that you keep a current valid insurance card with you when you come to the office for your visits. Inaccurate or out of date insurance information prevents us from receiving payment for the services we have rendered to you. Therefore, we may ask for your insurance card at each visit. Please be prepared to pay your co-payment at the time of your visit.

***Hospital Affiliations:***

Winchester Hospital

Children’s Hospital

Melrose-Wakefield Hospital

NEW PATIENTS

***New Baby***

Congratulations on your new baby! We welcome new baby and family to North Reading Pediatrics. Having a new baby is an exciting adventure and we are here to help you navigate all baby’s medical needs.

***Expecting a baby -*** Congratulation! If you are expecting and would like to meet the Doctor, please call to schedule a free prenatal visit a few months prior to due date.

I would like to take a moment to remind you that most insurance companies allow 30 days to add new baby to policy.

Just follow these simple steps ….

* **Confirm that our Office is contracted with your insurance carrier.**
* **Contact your insurance company prior to the 30 day deadline.**
* **Select Dr. Vladimir Gleyzer as Primary Care Physician.**
* **Make certain Insurance is back dated to cover your baby’s first encounter at North Reading Pediatrics.**
* **Please contact North Reading Pediatrics and update our records when Insurance issue is completed.**

Any one of these bullet points not being completed in the allotted 30 day time frame, may result with you being responsible for the unpaid balance on baby’s account.

For newborns, we require frequent checkups for routine care.

* Newborn Visit: Two days after discharge from Hospital
* 2 Week Well Visit
* 1 Month Well Visit
* 2 Month Well Visit
* 4 Month Well Visit
* 6 Month Well Visit
* 9 Month Well Visit
* 12 Month Well Visit
* 15 Month Well Visit
* 18 Month Well Visit
* 24 Month Well Visit

After the age of 2 years, annual Well Visits are recommended.

***New Patients***

For all new patients transferring into our Practice, we request that your child’s previous medical records be transferred to our office.

Steps prior to initial visit….

* **Confirm that our office is contracted with your insurance carrier**
* **Contact your insurance company, notify them that Dr. Vladimir Gleyzer is your Primary Care Physician**
* **Prior to first visit, we require a copy of immunizations and last Well Child Visit**

***Hospital Affiliations:*** Winchester Hospital, Children’s Hospital and Melrose-Wakefield Hospital

**RESOURCES**

**(I HAVE TO STILL PROVIDE INFORMATION FOR THIS PAGE) On this page I would like patients to be able to access necessary forms, also be able to click on helpful links that bring them to appropriate site.**

**RESOURCES (HAVE A DROP DOWN TO INCLUDE –FORMS, -HELPFUL LINKS)**

***Forms***

**REGISTRATION DOCUMENTS (PDF)**

* Registration Demographic Form
* Notice of Privacy Practice Form
* Patient Registration Form
* Newborn Insurance Enrollment Form
* Financial Acknowledgement Form
* Medical Record Release Form

Resources

Poison Control 1-800-682-9211

When to Go to the Emergency Room

Well Child Handouts

VIS Statements

FOR PARENTS – Here I was looking to put resources

Resources

Poison Control 1-800-682-9211

When to Go to the Emergency Room

Well Child Handouts

VIS Statements