

Amherst Family Practice
29C Cottage Street, Amherst, MA 01002
Phone: (413) 549-8888 Fax: (413) 549-8886



Cooley Dickinson Medical Group
Massachusetts General Hospital Affiliate
www.AmherstFamilyPractice.com

Anne C. Weaver, MD, Yarima S. Santiago, MD, Karen Levine, PA-C
Our doctors are Board Certified in Both Pediatrics and adult Internal Medicine

Patient Information

Mission: To provide patient-friendly healthcare for the whole person and the whole family.

About The Practice: As of May 1, 2014, we are part of Cooley Dickinson Practice Associates. We remain committed to providing excellent health care in a personalized setting. We care for all age groups, from newborns to elders, promoting wellness and healthy living as well as managing acute and chronic illness. We admit to the Cooley Dickinson Hospital in Northampton, but we do not restrict your choice of hospital. We have on-site a Baystate Reference Laboratory drawing station, psychotherapy, nutrition, massage, and other services.

See our web site at www.AmherstFamilyPractice.com for more information.

Anne C. Weaver, MD, graduated from the University of Massachusetts Medical School, where she was elected to the medical honor society Alpha Omega Alpha. She is Board Certified in both Pediatrics and adult Internal Medicine, having completed a double residency at Baystate Medical Center in Springfield. She also holds a Master of Music degree and had a prior career as a musician.

Yarima S. Santiago, MD, graduated from the University of Sint Eustatius Medical School and completed her double residency at Virginia Commonwealth University, where she also served as Chief Resident. She is Board Certified in both Pediatrics and adult Internal Medicine. She is a Springfield native and a graduate of UMass Amherst. She speaks fluent Spanish.

Karen Levine, PA-C, graduated from Northeastern University's Physician Assistant program and has worked at the Great Brook Valley Community Health Center in Worcester and at the Holyoke Health Center. She also works for the Cooley Dickinson Hospitalist program. She is a graduate of UMass Amherst, and is also a certified acupuncturist. She too speaks Spanish.

After Hours Coverage: One of our doctors is available on call 24 hours a day, 7 days a week. To reach us, follow the prompts on the telephone message. For non-urgent matters (appointments, refills, referrals, questions), leave a message on our answering machine; we will respond during business hours. Please speak clearly and leave your name, phone number, and a *brief* message. For urgent problems that need a doctor's *immediate* attention, our answering service will page the doctor on call. Please remember, ***if you want the doctor to call you back, you must keep your phone line clear and deactivate any call-identification-blocking (*87 to unblock; *77 to reblock)***. Should our phone system ever be down, you can reach us by calling the Cooley Dickinson Hospital operator at 413-582-2000 or call the answering service directly at 582-3909. **For any suspected life-threatening illnesses, call 911 immediately.**

E-mail: You can reach us by email for appointments and refills and uncomplicated medical consultations. ***Do not use email for any matters requiring an urgent response.*** To protect your health information and privacy, we use a secure email service, so you must register through our website at www.AmherstFamilyPractice.com. Please note that our website has links to many useful sources of information.

Our Computerized Medical Record and Confidentiality: Our office is HIPAA compliant and committed to protecting confidentiality and the privacy of your personal and health information. Medical records are kept in secure computer files, with multiple levels of passwords and encryption. The computer automatically checks interactions with your medications and your allergies, and has many other features that can improve our ability to give you excellent and timely care.

Cancellations and “No Shows”: Mark your calendars when you make an appointment; we generally ***do not make reminder calls in advance*** except for physicals; if you schedule via email you may receive email reminders. Appointment spaces fill up rapidly. To improve access for all our patients, we have a strict no-show policy. If you miss an appointment, you will be charged \$25. If you frequently miss appointments (or cancel at the last minute), we may ask you to find another doctor.

Bad Weather: If you have an appointment scheduled and there is bad weather or another circumstance that may cause the office to be closed, call before coming to confirm that we are open.

Refill Policy: *Plan ahead* for refills. During regular office hours, we make every effort to refill prescriptions within 24 hours of a request. Friday requests may not be available until Monday. Do not expect to refill prescriptions after hours or on weekends or holidays.

When you need to see the Doctor: We try to schedule visits the same day if you are sick. We also try to return calls as soon as possible, but it may not be until the end of the day. Please give our staff as much information as possible about your needs or concerns so they can schedule you appropriately or so they can get back to you with the doctor’s answer to your question. Consider using email for non-urgent requests.

Payment: We expect you to pay for co-pays, deductibles, and uncovered services at the time of your appointment. We accept cash, checks or credit cards. If you have financial concerns, please feel free to discuss them with the office staff or your physician. We are happy to consider payment options, or we may be able to assist you in obtaining low-cost coverage, medication, etc. Patients who do not have insurance may elect to use our prompt payment discount. There is a \$25 fee above the bank charge for bounced checks and a \$10 surcharge if you do not pay your co-pay at the time of service. There may also be an extra charge for those who present as emergency walk-ins. Please note that some insurers do not cover services that we recommend, including physical examinations and vaccinations, and many policies have large deductibles. It is *your* responsibility to be aware of what your policy covers. ***You are responsible for payment of uncovered services.***

This information may be updated at any time. It is available on our website or on paper by request.

**We love caring for you and value your ideas for improving our practice.
If you like the care you receive at Amherst Family Practice please, tell your friends;
if you don’t, please tell us by talking with any of us or leaving us a note.**