

PATIENT RESOURCES:

APPOINTMENTS

New Patients:

Usually, your primary care physician or another healthcare provider will refer you to see a nephrologist. Our office staff will work closely with your doctor's office to obtain the most accurate and up-to-date information related to your medical condition prior to your appointment. If required by your insurance, we will request that your primary care physician secure the appropriate authorizations from your insurance company.

Our New Patient Coordinator will contact you upon receiving the information from your doctor's office and will identify a convenient time and location for your initial visit and schedule you with one of our nephrologists.

If you would like to refer yourself to our office, please contact our New Patient Coordinator at 413-733-0010, or fill out this form:

[New Patient Form](#) – ******(link to New Patient Form)

What do I need to bring with me to my first appointment?

It is important for you to bring the following items to your first appointment:

- Insurance card
- Photo ID
- Medications or medication list, including: dosage, frequency and milligrams
- New patient paperwork
- Any medical records you may have (we will copy them and return the originals to you)

It may also be helpful to write down any questions you may think of before your first visit.

Bring these items with you to your appointment or email them ahead of time to: mail@kidneycare-ne.com

What can I expect at my first appointment?

You will meet your nephrologist and he/she will talk with you about your medical history, perform a physical exam and get appropriate blood work or other diagnostic tests to help determine the cause and obtain additional information for your diagnosis and treatment.

Once a diagnosis has been established, our nephrologist will see you on a routine basis to continue your treatment plan.

Making / cancelling / rescheduling an appointment

If you are an established patient with our practice, please call 413-733-0010 to schedule an appointment.

We ask that you give us 48 hours' notice if you need to cancel or reschedule an appointment.

GENERAL INFORMATION

After-Hours / Emergency

For urgent calls after hours, weekends and holidays, please call the office to reach the answering service who will then page the on-call physician.

**** IF YOU ARE HAVING A LIFE THREATENING EMERGENCY PLEASE CALL 911 ****

Prescription Refills

Prescription refill turnaround time is generally 24 – 48 hours. If your insurance company requires an authorization the turnaround time could be prolonged. For refill requests please call our office at 413-733-0010. You can also request prescription refills through our [patient portal](#).

Medical Records

To request a copy of your medical records, please fill out a [medical release](#) – ******(link to medical release form)form and mail or fax to our office at:

Kidney Care and Transplant Services of New England, PC
Attention: Medical Records
P.O. Box 366
Ludlow, MA 01056
Fax: 413-417-2979

BILLING & INSURANCE

Our office participates with most major insurance plans. As participation varies by region, specialty, and physician, we recommend that you contact either our office or your insurance company representative to verify that your insurance plan is accepted.

Patients are responsible for paying deductibles and co-payments at the time of their visit. To make payment convenient, we accept all major credit cards, cash or checks.

If you need help enrolling in an insurance plan, our [Financial Coordinator](#) – ** (Link to info under services) can explore, recommend, and coordinate varied financial assistance options available to you.

If you have any questions regarding billing, please call (direct billing phone -TBD)

Frequently Asked Questions

What is a deductible?

The amount for which the insured (you) are responsible for paying before an insurance company will make payment. Please contact your insurance company if you are unsure of your deductible amount.

What is coinsurance?

This term usually translates into the insurance company paying a certain percentage of your health care bills while you pay the remaining percentage.

Why am I receiving a bill for a co-payment when I paid it at the time of the visit?

Our office does not have the specific co-payment details for all insurance plans. We do our best to collect the correct amount however your insurance company will determine if there is a balance due; once we receive that communication from them we will bill you for any remaining balance.

Why didn't you collect a co-payment when I came in for a test or special procedure?

As there are many different and individualized coverage plans we rely on your insurance company to process your claim first. Once we receive your (EOB) Explanation of Benefits back from the insurance company we will bill you for any balance that you are responsible for.

What if I cannot afford to pay my balance in full?

If you are unable to pay your balance in full or are having a financial hardship please contact us at (direct billing phone - TBD)

FORMS – ** (documents attached)

[New Patient Form](#)

[Medical Release](#)

[Health Care Proxy](#)

[Medical Orders for Life Sustaining Treatment \(MOLST\) Form](#)

[Medication Form](#)

[HIPPA – Notice of Privacy Practices](#) (Informational Only)

PATIENT PORTAL

Our Patient Portal offers patients personalized and secure on-line access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health. With our Patient Portal you can use the Internet to:

- Request medical appointments
- View your health summary from the patient portal electronic health record
- View test results
- Request prescription renewals
- Access trusted health information resources
- Communicate electronically and securely with your medical care team
- Pay bills on-line

If you are signed up for our patient portal you can login to your account by clicking on the link below:

<https://myhealth.acumenehr.com>

If you are interested in signing up for a patient portal account, or having trouble logging in, please call the office at 413-733-0010, and one of our office staff can assist you.