

Patient Information



Norwell Office

75 Washington Street
Norwell, MA 02061-1795
781-878-5200

Kingston Office

5 Tarkiln Road
Kingston, MA 02364-1250
781-585-2200

Weymouth Office

90 Libbey Parkway
Weymouth, MA 02189
781-682-5900

Atrius Health Women's Center

51 Performance Drive, Entry 2
Weymouth, MA 02189
781-682-8000



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Letter from the CEO

I would like to first thank you for selecting South Shore Medical Center to provide for your health care needs. I would also like to tell you a little bit about who we are and what you can expect as a patient.



The Medical Center was started in 1962 at our Norwell site by five practicing community physicians. Unique for that time, the group was multi-specialty in nature. Within the first year of existence, the group consisted of four primary care Adult Medicine MDs, one General Surgeon, one Orthopedic Surgeon, one OB/GYN, and one Pediatrician. And so was born one of the first non-hospital related multi-specialty groups in Massachusetts.

We have grown considerably since this beginning, adding a second site in Kingston in 1988, a Women's Center and Internal Medicine office in Weymouth in 2008 with additional offices still in the planning stages. We presently have over 60 providers and cover a much broader range of specialties, including, asthma/allergy, behavioral health, dermatology, gastroenterology and podiatry. We provide full laboratory and radiology services.

In 2004 we joined with four other groups: Harvard Vanguard Medical Associates, Dedham Medical Associates, Southboro Medical Group, and Granite Medical to form Atrius Health, the largest non-hospital related outpatient network in Massachusetts, with over 800 providers and covering over 650,000 patients in 24 sites in Eastern Massachusetts.

South Shore Medical Center has partnered with South Shore Hospital since its inception and continues an active affiliation agreement with this facility. Although our adult medicine doctors no longer are attendings at the hospital, we make every effort to follow our patients while they are inpatients and to maintain a continuity of care when they are discharged.

We strive to provide you with the best of medical care from our providers and their support staff. We expect this from them. We also hope that you will be treated in a kind and courteous fashion. We expect this from our staff as well. We survey our patients frequently to get their feedback and welcome your comments, positive or negative.

Again, I want to thank you for selecting the South Shore Medical Center. We have patients that have been with us for all of our 46 years. I hope that we will be able to form a caring partnership with you that will endure throughout the years.

Sincerely,

A handwritten signature in black ink, appearing to read 'Stan Sacon'. The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Stan Sacon, PhD

About South Shore Medical Center

South Shore Medical Center (SSMC) is an independent, multi-specialty private practice of over 60 physicians and mid-level providers. Since 1962, SSMC has provided primary medical care as well as a variety of specialty and ancillary services to patients throughout the South Shore.



In 2004, South Shore Medical Center joined four other multi-specialty groups: Dedham Medical Associates, Granite Medical, Harvard Vanguard Medical Associates and Southboro Medical Group to create Atrius Health. Although each group maintains its own identity, the entire organization is electronically connected with a common medical record and has joined together to provide many innovative shared programs. Atrius Health has 30 locations, over 1100 providers and cares for more than 650,000 patients throughout eastern Massachusetts.

At each of our convenient locations, we strive to provide a pleasant, personal and professional atmosphere where you'll feel comfortable the moment you walk through our doors. Our mission is to provide quality, comprehensive health care in a multi-specialty group practice setting. And it is our vision that "by partnering with our patients and communities to make it easier to be healthy, we measurably improve their health."

Locations/Directions

Norwell

75 Washington Street
781-878-5200

Route 3 to Exit 14. Take Route 228 North to Route 53 South. SSMC is located on the left, 1/2 mile south of Queen Anne's Corner.



Kingston

5 Tarkiln Road
781-585-2200

Route 3 to Exit 10. Take Route 3A South to the intersection of Route 53. Take a right at the light, then the first right behind CVS Pharmacy.



Weymouth

90 Libbey Parkway
781-682-5900

Route 3 to Exit 16. Take Route 18 South. At first light take left onto Middle Street. Cross the highway and take first right onto Libbey Industrial Parkway.



Atrius Health Women's Center

51 Performance Drive
First Building - Entry 2
781-682-8000

Follow directions above to Weymouth. At 0.1 miles turn left onto Performance Drive. Enter the building through Entry 2 and proceed to second floor.



Hours of Operation

Norwell

Sunday	9:00 a.m. - 5:00 p.m.
Monday	8:30 a.m. - 9:00 p.m.
Tuesday	8:30 a.m. - 9:00 p.m.
Wednesday	8:30 a.m. - 9:00 p.m.
Thursday	8:30 a.m. - 9:00 p.m.
Friday	8:30 a.m. - 5:00 p.m.
Saturday	9:00 a.m. - 5:00 p.m.

Summer Hours: On Sundays from Memorial Day through Labor Day, Norwell closes at 3:00 p.m.

Kingston

Monday	8:30 a.m. - 8:00 p.m.
Tuesday	8:30 a.m. - 5:00 p.m.
Wednesday	8:30 a.m. - 5:00 p.m.
Thursday	8:30 a.m. - 8:00 p.m.
Friday	8:30 a.m. - 5:00 p.m.

Weymouth

Monday	8:30 a.m. - 5:00 p.m.
Tuesday	8:30 a.m. - 5:00 p.m.
Wednesday	8:30 a.m. - 5:00 p.m.
Thursday	8:30 a.m. - 5:00 p.m.
Friday	8:30 a.m. - 5:00 p.m.

Atrius Health Women's Center

Monday	8:00 a.m. - 6:00 p.m.
Tuesday	8:00 a.m. - 6:00 p.m.
Wednesday	8:00 a.m. - 6:00 p.m.
Thursday	8:00 a.m. - 6:00 p.m.
Friday	8:00 a.m. - 6:00 p.m.

Services Provided

Primary Care Services

- Internal Medicine
- Family Medicine
- Pediatrics

Specialty Care Services

- Allergy & Immunology
- Behavioral Health
- Dermatology
- Fertility and Reproductive Health
- Gastroenterology
- General Surgery
- Obstetrics & Gynecology
- Orthopedics
- Podiatry
- Urgent Care
- Urogynecology
- Wellness/Disease Management

Laboratory and Radiology Services

- Laboratory & Diagnostic Radiology Services are available at all locations
- Digital mammography, ultrasound and CT scans are available at our Weymouth location
- A physician's order is required for any Laboratory or Radiology service
- Be sure to follow any "pre-test" instructions (example: nothing to eat or drink prior to exam, etc.)

Appointments

Scheduling Appointments

SSMC sees patients by appointment only, both for routine/preventive care and problem/urgent care visits. We are open 363 days a year (excluding Thanksgiving and Christmas).

- To book an appointment, please call our main number between the hours of 8:30 a.m. – 4:30 p.m.
- Urgent Care appointments are “same day” appointments and are scheduled on a day-to-day basis beginning at 9:00 a.m. Urgent Care is for patients who need same day medical attention for a condition that is *not life threatening*.

You may also request a routine appointment on our website, www.ssmedcenter.com by completing a Request for Appointment under “Patient Forms.” If using our on-line form to request an appointment for your annual physical, please be certain to include the best dates and times for this appointment.

Helpful Hint Regarding Calling Times

Telephone lines are busiest between the hours of 8:00 -10:30 a.m. and 3:30-5:00 p.m. If your call is for a routine/preventive care visit, you may want to wait to call during “non-peak” hours.

To make the best use of your appointment time, make a list of questions in the order of importance to discuss with provider.

Check-In

- Arrive 15 minutes before your scheduled appointment time to allow for parking and registration.
- Please bring your insurance card with you and any co-payment that is required. Payment for services not covered by insurance is due at the time of the visit. Check with your insurance company for coverage information.
- If you have a “double” appointment (example: two children with “back-to-back” appointments), please arrive 15 minutes prior to the first scheduled appointment.
- If your appointment is for a routine physical exam, you may be asked to complete a patient questionnaire.

We strive to see patients on time, however, occasionally your doctor or provider may be delayed as the result of treating patients with complex issues. In these situations, your patience and understanding are appreciated.

Late Arrivals and “No Shows”

If you arrive more than 15 minutes after your appointment time you may be asked to reschedule.

Please provide advance notice (24 hour minimum) when canceling a routine appointment. Failure to provide advance notification may result in an administrative fee being charged to your account.

Scheduled procedures such as colonoscopies require 72 hours advance notice.

Cell Phone Use

As a courtesy to our patients, cell phone use inside the medical center is discouraged.

Prescription Refills

Requests for prescription refills can be made 24 hours a day, 7 days a week.

Use our automated refill line (781-261-4496) and follow the prompts (be sure to have your prescription information available) or through our website, www.ssmedcenter.com, under Patient Forms for non-urgent requests.

Note: *Please allow 48 hours for your request to be completed. Refills of controlled substance medicines must be picked up in person.*

Helpful Hint Regarding Prescription Refills

As a reminder, mark your calendar several days prior to your prescription being needed. This will ensure you have your medication when you need it!

What is a Primary Care Provider (PCP)?

A PCP is your main health care provider in non-emergency situations. Your PCP's role is to:

- Provide preventive care and teach healthy lifestyle choices
- Identify and treat common medical conditions
- Assess the urgency of your medical problems and direct you to the best place for that care
- Make referrals to medical specialists when necessary

Your PCP is often involved in your care for a long time, so it is important to select someone with whom you will work well. Having a primary care provider can give you a trusting, ongoing relationship with one medical professional over time. There are several different types of PCPs:

- **Internists** — doctors who have completed a residency in internal medicine and are board certified in this specialty. The scope of their practice includes the prevention, detection and treatment of illnesses in adults.
- **Family practitioners** — doctors who have completed a family practice residency and are board certified for this specialty. The scope of their practice includes children and adults and may include obstetrics and minor surgery.
- **Pediatricians** — doctors who have completed a pediatric residency and are board certified in this specialty. The scope of their practice includes the care of newborns, infants, children, and adolescents.
- **Nurse practitioners (NP) and physician assistants (PA)** — a health professional who has completed a post collegiate program with advanced education and training in the diagnosis and management of common medical conditions, including chronic illness, with physician supervision.

Adults requiring hospitalization will be seen by a “hospitalist.” A hospitalist is a doctor who is employed by the hospital but maintains communication with your primary care physician.

Medical Advice on the Internet

Although the Internet is a valuable tool for researching medical issues, it should never be a substitute for professional medical advice. Your doctor has years of education, knowledge and experience to give you the right advice that applies to your situation. Search the Healthwise Library online encyclopedia for information on disease management, medical terms, medications and more. The site is recommended by South Shore Medical Center.

Healthwise® Library

An internet site recommended by South Shore Medical Center is Healthwise. The Healthwise Knowledgebase can be used to research health questions important to you and your family. There are 8,000 evidence-based topics on health conditions, medical tests, procedures, medications, and everyday health and wellness issues based on the most reliable, up-to-date medical research.

Healthwise works directly with leading medical specialists to fine-tune the accuracy and currency of each topic, and is accredited by URAC. You can visit the Healthwise Knowledgebase on our web site, www.ssmc.com. The Healthwise® Knowledgebase can also be accessed on a computer in the Surgery waiting room at our Norwell site.

Referrals

All HMO insurances requiring a PCP must have a referral in place before booking an appointment with a specialist. It is the patient's responsibility to call the Referral Department to request the referral at 781-878-4579. Please allow 7 to 10 days for the referral to be processed.

Referrals can be obtained several ways:

- Speak with your PCP during your physical exam and request referrals needed for the year. Your PCP can submit the request directly to the Referrals Department who will then get the necessary information to your insurance company.
- Request a referral on our website, www.ssmc.com. Click on “Patient Forms” and complete the “Physician Referral Form.”
- Call the Referral Department directly. If a representative is not available to assist you, please feel free to leave a detailed voice message on our secure line. Please be sure to include: your name, date of birth, diagnosis and appointment information including the doctor's name.

Please remember, it is your responsibility to make sure South Shore Medical Center has your most current insurance information. Changes in this information frequently occur at the beginning of each new year as insurance companies and employers change policies.

Helpful Hint

Contact your insurance company to see if there are any co-payments or deductibles to meet.

Specialist appointments are scheduled by the patient. However, please make sure to contact the Referral Department with the name of your specialist and appointment date for our records.

Referrals for tests are submitted by your physician. The Referrals Department will obtain authorization from your insurance company if necessary. You will then be notified of the facility where the test is to be performed so you can call to schedule your appointment.

If medical records are needed for your referral, please contact the Medical Records Department.

Norwell and Weymouth offices 781-878-4639
Kingston office 781-582-2633

Medical Records

The Medical Records Department is open Monday through Friday from 8:00 a.m. to 5:00 p.m.

To obtain copies of your medical records, you must complete an Authorization to Release Medical Records form. This form is available in the Medical Records Department, at any Reception area and on the SSMC website under "Patient Forms." Please allow 7 to 10 days to process your request.

E-Mail

May we use your e-mail address to send you information such as appointment reminders and other non-medical information? If yes, please visit our website at www.ssmc.com and complete the "Email Permission" form located under the heading "Patient Forms."

Community Resources

The screenshot shows the South Shore Medical Center website. At the top left is the logo for South Shore Medical Center, Atrius Health, with the tagline "Complete health care for your family". The main navigation menu on the left includes: About South Shore Medical Center, News, Providers & Specialties, Hours/Directions, Patient Forms, Health Resources, Patient Education, Contact Us, and Career Opportunities. The main content area features a photograph of a family walking on a beach. On the right side, there is a vertical list of services: Healthwise Library, Allergy / Immunology, Dermatology, Disease Management, Family Medicine, General Surgery, Internal Medicine, Lab, Mental Health, Obstetrics / Gynecology, Orthopedics, Pediatrics, Podiatry, Radiology, and Urgent Care. Below the main content area, there is a section for "Healthwise Library" with a search bar and a "News" section for "Vitamin D Testing". At the bottom left, there is a small image of a building with the text "Norwell Office 78 Westinghouse St. 781-878-6200".

Please visit our website at www.ssmc.com for an extensive list of community resources for help with issues such as children's services, fuel assistance, and medical equipment.

Wellness and Disease Management

If you have a chronic condition like diabetes, the Wellness and Disease Management Program at SSMC empowers you to optimally manage your disease – both independently and with guidance and support from the Wellness Team providers.

The Wellness and Disease Management Team include:

- Nurse Practitioners
- Registered Dietician
- Exercise Physiologist
- Physician Assistant
- Certified Diabetes Educators
- Certified Medical Assistants

This team works to provide you with the very best care, ensuring optimal health. They help you learn how to stay healthy and answer any questions or concerns you may have. They will closely monitor your condition with regular screenings for common complications to help you stay in control of the disease. *Early intervention leads to a better outcome!*

Using Technology to Improve Patient Care

South Shore Medical Center has a long history of leveraging innovative technologies to improve patient care and patient service. While a majority of primary care practices are still using manual paper medical records, South Shore Medical Center has been using electronic medical records since 2006.

Our state-of-the-art system provides your care team with rapid access to your important medical information. If you are referred to another physician within Atrius Health, your medical record will be waiting for your provider when you arrive. It also allows your medical information to be shared electronically between care providers at South Shore Hospital and South Shore Medical Center.

In addition, we've begun storing clinical images such as x-rays in electronic format instead of traditional photographic film and have the capacity to electronically send those images anywhere. This technology enables a wider range of specialists to participate in your care and improves the collaboration among your entire community care team resulting in better continuity of care.

With our electronic medical record system as its foundation, we are planning to allow our patients to have access to portions of their electronic medical record through an online patient web portal. Once available, you will be able to send and receive secure messages with your care team, access your test results and review your past immunizations.

Our website, www.ssmcdcenter.com is continuously being upgraded and improved as a convenience for our patients. We've recently added the ability to research health questions via the Healthwise® Library in addition to existing features such as online appointment, prescription refill and referral requests. It's also a great place to download patient forms you may need prior to your next visit.

In the future, South Shore Medical Center intends to continue to invest in technologies designed to improve the quality of your care and make it easier for you to be healthy.

Guidelines for Good Health

South Shore Medical Center and Atrius Health believe that good health comes from a partnership between patient and provider. Doctors cannot keep you healthy without your active involvement. Every day you make choices that impact your health. As physicians, we can help you treat illness. We have an equal, if not greater, obligation to help you make the right choices to maintain good health and prevent illness. Here are some steps you can take to make the right choices both in lifestyle and preventive care.

Diet

- Watch portions to maintain a healthy weight. (Ask your physician about your Body Mass Index.)
- Limit fats (particularly saturated fats) and highly salted food.
- Eat six to nine servings of fruits and vegetables a day.

Exercise

- 30 minutes of moderate exercise 3 to 5 times a week. It will help maintain your weight, improve energy and strengthen bones.

Smoking

- It's never too late to quit, but even better to never start.

Alcohol

- Moderation, 3 to 5 drinks per week maximum
- Never use if driving, swimming, boating or operating machinery.

Stress

- Learn relaxation techniques or seek help if you feel unable to deal with your stress.

Safety Counts

- Wear your seat belt at all times.
- Wear a helmet when riding a bike, ATV, motorcycle, rollerblades or skateboard.
- Check your home smoke and carbon monoxide detectors monthly.
- If you have a gun, lock it safely or remove it from the house.
- Protect your back when lifting.

- Practice safe sex; use a condom.
- Set your water heater between 120° and 130° F.
- Learn CPR (cardiopulmonary resuscitation).
- Seek nonviolent ways to resolve conflicts.
- Wash your hands several times a day.

Avoid Prolonged Sun Exposure

- Use sunscreen and apply 30 minutes before sun exposure and wear protective clothing.

Think Immunization

- Get a tetanus booster every 10 years with pertussis (whooping cough) booster once as an adult.
- We recommend the pneumonia vaccination if you have asthma, diabetes or if you are over 65 years of age. Talk to your doctor about these and other indications for this vaccine.
- Consider an annual flu shot, especially if you have asthma, diabetes or if you are over 65 years of age.
- If you might be exposed to Hepatitis A or B, you are a candidate for vaccination.
- If you are over 60, talk to your doctor about the “shingles vaccine.”

Let Your Doctor Know If...

- You are concerned that someone might hurt you at home or elsewhere
- You feel sad, depressed or have lost interest in things you used to enjoy
- You have exposure to anyone who uses illegal intravenous drugs or has hepatitis, tuberculosis, HIV/AIDS or other infectious disease
- You notice any skin lesions that change size, shape or color
- You have any other health concerns

Establish a Health Care Proxy

- If you were the victim of a sudden and catastrophic illness that prevented you from stating your health care wishes, this form indicates who you want to make decisions regarding your treatments. We can provide the forms you need to fill out. Legal counsel is not necessary.

Things That Aren't Needed on a Routine Basis

- Chest X-rays
- Yearly EKG
- Routine stress test

Pediatric Well Child Visits

Birth to Age 2

- 2 week
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 2 year

Ages 2-18

- Every year unless otherwise instructed by PCP

Reminder: Every child who plays sports will need a yearly physical.

Men and Women

Ages 18-50

If your health is good, get a checkup...

- Before 40, every 2 to 5 years
- 40-50 years old, every 1 to 2 years
- Over 50 years, every year

Men and Women

Ages 50 and Beyond

- Blood pressure check at every visit
- Colorectal Cancer screening preferably with colonoscopy
- Annual physical exam and flu shot
- Exercise and take a daily multivitamin
- Regular dental and eye exams
- Prevent falls if mobility is impaired – remove scatter rugs, install handrails/grab bars and use a cane or other assistive device if needed

Women

Ages 18-50

- Breast cancer screening
Physician exam every 3 years, ages 20-39, every 2 years ages 40-50, then annually
Mammogram every year starting at age 40
- Cervical cancer screening
Annual Pap smear 3 years after beginning sexual activity, but no later than age 21, until age 30
Pap smear and HPV (Human Papilloma Virus) testing every 3 years, over age 30, as long as both cytology and HPV results are negative
- Always practice safe sex; use a condom
- Sexually transmitted diseases screening
Chlamydia screening for sexually active females under the age of 25 or any other women at risk
Talk with your doctor about HIV testing.
- If you are pregnant or planning on becoming pregnant...
Start folic acid supplement
Stop smoking and drinking alcohol
- Exercise regularly and get 1200-1500 mg calcium daily to build and keep bones strong.
- Talk to your doctor (if you are under 26) about vaccination to protect against HPV infection.

Women

Ages 50 and Beyond

- Breast Cancer Screening
Annual physician breast exam and mammogram
- Cervical cancer screening — *Pap smear and HPV (Human Papilloma Virus) screening every three years until age 70*
- Calcium and Vitamin D — *1500 mg of calcium and 800 IU of Vitamin D every day*
- Baseline bone densitometry at age 65

Men

Ages 18-50

- Monthly testicular self-exams. Report any lumps even if not painful.
- Always practice safe sex; use a condom.

Ages 50 and Beyond

- Prostate Cancer Screening: Discuss your risk factors for prostate cancer to decide if you need a prostate specific antigen (PSA) blood test.
- Talk to your doctor about taking an aspirin a day to prevent heart attack and stroke.

Ask Me 3 Program

Developed by the Partnership for Clear Health Communication.

To ensure you are receiving the best care available, it is important for you to take an active role in your own health care. You are encouraged to ask the following three questions:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

By understanding your health issues and treatment plans, people make fewer mistakes when taking medications or preparing for medical procedures. They may also heal faster and be better able to manage a chronic condition.

Important Information about Antibiotics

Antibiotics: Use them wisely

Antibiotics are useful against many bacterial infections. But overusing or misusing antibiotics can cause more harm than good.

When you're feeling lousy due to a cold or flu, you probably think that antibiotics will help you feel better...not so. Antibiotics won't do a thing for viral illnesses such as colds, flu and most sore throats. Actually, taking antibiotics when you don't need them can be harmful.

What are antibiotics?

Antibiotics are powerful drugs used for treating many serious and life-threatening infectious diseases, but taking them when you don't need to can lead to antibiotic-resistant germs. Antibiotics are only effective against bacterial infections, certain fungal infections and some kinds of parasites. Most infections result from either bacteria or viruses. Antibiotics won't help you if a virus is responsible for your illness.

Bacterial infections cause:

Some ear infections

Severe sinus infections

Strep throat

Urinary tract infections

Many wound and skin infections

Viral infections cause:

Most ear infections

Colds

Influenza (flu)

Most coughs

Most sore throats

Bronchitis

Stomach flu (viral gastroenteritis)

How antibiotic resistance develops

Since penicillin was introduced in the 1940s, scientists have developed more than 150 antibiotics to help stop the spread of infectious disease. Although these drugs have saved millions of lives, the misuse of antibiotics has caused problems. Their frequent use, often for conditions or infections that aren't caused by bacteria, has given rise to bacteria that are resistant to many commonly used antibiotics.

Safeguard effective antibiotics: What you can do.

Using antibiotics too often or incorrectly is a major cause of the increase in resistant bacteria. Here are some things you can do to promote proper use of antibiotics:

- **Understand when antibiotics should be used.** Don't expect to take antibiotics every time you're sick. Antibiotics are effective in treating most bacterial infections, but they're not useful against viral infections, such as colds, acute bronchitis, or the flu. And even some common bacterial ailments, such as mild ear infections, don't benefit much from antibiotics.
- **Don't pressure your doctor for antibiotics if you have a viral illness.** Instead, talk with your doctor about ways to relieve the symptoms of your viral illness — a saline nasal spray to clear a stuffy nose, for instance, or a mixture of warm water, lemon and honey to temporarily soothe a sore throat.
- **Take antibiotics exactly as prescribed.** Follow your doctor's instructions when taking prescribed medication, including how many times a day and for how long. Never stop treatment a few days early if you start feeling better — a complete course of antibiotics is needed to kill all of the harmful bacteria. A shortened course of antibiotics, on the other hand, often wipes out only the most vulnerable bacteria, while allowing relatively resistant bacteria to survive.
- **Never take antibiotics without a prescription.** If you didn't complete a full course of antibiotics, you might be tempted to use the leftover medication the next time you get sick or to pass it along to someone else. But this isn't a good idea. For one thing, the antibiotic might not be appropriate for a future illness. And even if it is, you're not likely to have enough pills to combat the germs making you sick, which can lead to more resistant bacteria.
- **Protect yourself from infection in the first place.** Good hygiene can go a long way in preventing infection. Wash your hands thoroughly with soap and water, especially after using the toilet, changing a diaper or handling raw meat or poultry. Keep food preparation areas clean. Although antibacterial cleaners and soap are widely available, they aren't necessary. Plain soap and water works fine to kill germs in most settings.

Patient Rights

Every patient of South Shore Medical Center has the right to:

- Be treated with dignity and respect
- Be assured of privacy and confidentiality concerning information about their medical care
- Have their questions, concerns and complaints addressed in good faith
- Make choices and decisions regarding their medical care
- Be provided with information necessary to give informed consent prior to any procedure or treatment
- Receive, on request, information about fees and charges and receive an explanation of their bill regardless of the source of payment
- Receive, on written request, a copy of their medical record
- Have an Advance Directive concerning treatment or designation of surrogate decision maker

Every patient of South Shore Medical Center has the responsibility to:

- Actively participate in decisions about their care and treatment, including being informed about outcomes of care in order to participate in current and future decisions
- Answer questions honestly and accurately
- Be responsible for personal items, including clothing, jewelry, dentures, hearing aids, eyeglasses and other items
- Be considerate of other patients, families and staff. Respect others' privacy and property
- Respect South Shore Medical Center's property and regulations
- Provide accurate and complete information about your family's health insurance and meet the requirements of your health insurance coverage
- Pay bills promptly

Billing

We want you to know...

South Shore Medical Center's financial policy and how to read and understand your billing statement.

South Shore Medical Center has "family billing;" this means that all family members are under one account and one bill is sent to the guarantor of that account. If you wish to have a separate account set up for any reason, please let us know.

Before you arrive

- Be prepared to provide complete and accurate insurance information.
- Have all essential referrals in place.

Upon your arrival

- Present your insurance card and referral information to receptionist.
- Be prepared to pay co-payment.
- Payment for any unpaid balances or non-covered services will be expected.
- If you are uninsured, full payment is expected at the time of the visit.

After your visit

- Any balances left by your insurance company will be due within 30 days of the date of your billing statement.
- Past due accounts will be referred to our outside collection agency.
- South Shore Medical Center may assume other actions as a result of unpaid balances including postponing appointments for routine or non-urgent medical care and possibly leading to discontinuation of medical care.
- Be advised that should you have any labs, you may receive an additional bill from Quest Diagnostics (800-842-1412).
- If you have imaging services, you may receive an additional bill from Harvard Vanguard (800-898-7980).

Changes in Insurance Information

To change your Primary Care Provider (PCP) first contact your insurance company to inform them of the change. Then call SSMC at 781-878-5200 to update your PCP information.

To change your insurance information call the Billing Office at 781-878-4579.