



Primary Care FAQs

Why find a BWHC primary care physician?

- Our employees are our most important resource. For BWHC, building access to primary care for employees is an important way that we are investing in our staff and in the institution's future.
- Employees and their families can receive outstanding quality of care at great value within BWHC. Although having a PCP is not required through our Partners insurance plan, it is integral to good health.

How can I learn about the BWHC primary care practices that are currently taking new patients?

- Currently, all practices, except for the Jen Center, Brigham Circle Medical Associates and Brigham and Women's Primary Care Associates at Foxborough, are accepting new patients, although appointments for new patients may be booked several months out depending on availability.
- We are making it easier for employees to find out which practices and physicians are accepting new patients via a web page on BWHPikeNotes.org (http://bwhpikenotes.org/Employee_Resources/primarycare/default.aspx). Employees can also call the hotline at 1-855-244-0012.
- Additionally, we are creating a list of all the Partners practices throughout the state—both primary care and specialty care—so that we can provide it to employees.

How is BWHC improving access to primary care?

- At BWHC, all of our primary care practices are transitioning to a team-based model. By adding advanced practice clinicians (nurse practitioners and physician assistants) as well as colleagues from social work, pharmacy, and nutrition, patients can get care from the right team member at the right time and help both prevent and manage disease and maximize health and well being.
- An important step we also are taking is opening a new practice, just steps away from BWH's main campus. This practice is slated to open in late Fall 2014.
- We are working to recruit physicians and ensuring we are competitive within the current market to draw the most talented PCPs.

If I have selected a new PCP, but can't see them for three months and have urgent issues, what should I do?

- With our increasing use of advanced practice clinicians in our practices, these highly qualified colleagues have the capacity see patients while those patients are waiting for their first visit with their new PCP. This can help patients see someone right away for any urgent issues. When setting up an initial appointment with one of our practices, we encourage our employees to inquire about this option with the scheduler.
- We are also looking into options for urgent care practices in the community.

What about my privacy as an employee?

- We hold patient privacy in the highest regard, and as an institution, we protect the privacy of our patients in every possible way.
- We have policies in place that prevent employees from looking up medical information that they do not need to access as part of their jobs, and ways of tracking who looks at what information.