

Welcome to BPG at Brigham and Women's Ambulatory Care Center in Chestnut Hill. The information below and more can also be found on our website: www.brighamandwomens.org/primarycare/bwpg

If you have any questions, concerns or feedback, please do not hesitate to contact our Practice Manager:

* Lance Rachelefsky, 617-732-9085

Access

Our normal business hours are Monday – Friday from 8am to 5pm. The main phone number is: 617-732-9900, and our fax number is: 617-277-1581. For medical emergencies before or after hours, please call 911.

During business hours, you can access the following options by calling our main phone number: instructions for medical emergencies, to schedule an appointment, contact your physician's nurse, prescription refills, obtaining referrals, billing questions, and obtaining your medical records. If you need to contact our office during non-business hours, please call the main number and remain on the line for the answering service.

Please note: if you need to be seen urgently at our office, your physician will make every effort to see you him/herself. However, there will likely be times when you will be seen by another physician or a Physician Assistant. In either case, we can assure you that you will receive excellent care, and your physician will be updated immediately as to your condition.

Online Option (www.patientgateway.org)

We offer Patient Gateway as a convenient, secure online option for communicating requests for appointments, prescription refills, referrals, and other non-emergency needs. You can also view your test results and immunization records.

Contacting your Nurse or Physician

All calls for nurses and physicians are directed through our main number. Please listen for the option for contacting your physician. Each BPG physician has a primary nurse who will promptly triage your call, consult with the physician, and then inform you of the plan of care.

Our physicians do not receive direct patient calls unless they have requested to do so. If your nurse does not answer live, please leave a message with the information requested and s/he will return your call as soon possible.

Prescription Refills

Please request medication refills during your visit with the doctor. If you are calling for medication refills please select this option after calling our main number, and leave the requested information. Your prescriptions can either be mailed to your home or called/faxed in to your pharmacy; or you may pick them up in our office.

Please note that mail-order pharmacy prescriptions will be processed per your request, and mailed to your home. We do not fax or mail prescriptions to mail-order pharmacies – this will be your responsibility.

Referrals

For all referral requests, please contact our main number and listen for the correct option to select, or call our managed care line at 1-866-489-4053 or 781-960-1105.

Other Services located at the Ambulatory Care Center at 850 Boylston Street

Allergy, Dermatology, Endoscopy, a full-service Laboratory, Orthopedics, Pain Clinic, Radiology, Women's Health, and many other sub-specialist practices, as well as Physical Therapy and other Complementary and Integrative Therapies.