

At **New Boston Primary Care**, we are always striving to find ways to improve our ability to care for patients. This includes staying up to date on the latest developments in diseases and treatments; but also means improving the way our office is run and trying to improve your experience here as our patient.

***** NBPC now uses Open-Access Scheduling *****

What is “Open Access Scheduling?”

Open Access is a new patient-friendly scheduling system that involves making fewer appointments ahead of time and allowing for more same-day scheduling of appointments. This means you may no longer have to wait weeks for an appointment such as:

- ❖ Sick/Urgent Visits
- ❖ Routine Follow-ups
- ❖ Well Child Visits

~ ~ ~ FREQUENTLY ASKED QUESTIONS ~ ~ ~

How do I schedule a visit with my doctor?

You may call the office the **morning** of the day you would like to be seen. You will be scheduled for an appointment according to the availability of the physicians that day.

How do I schedule an appointment one or six months from now?

You will still have the ability to pre-schedule these types of appointments at the time of checkout. However, if the appointment day/time that is offered to you is not convenient, you will be given a reminder card at time of checkout with a date that you should call the office for an appointment. Simply call the office on that date, and an appointment will be scheduled.

Will I be able to see my own doctor?

YES! Simply call the day you would like to come in. If your doctor is not available on a day when you need to be seen immediately, another physician in the office will see you.

What if I absolutely still want a pre-booked appointment?

We will still have a limited number of “pre-scheduled” slots made available. We urge you to give open access a try! Open access is designed to increase your satisfaction by making ourselves more immediately available. We hope this system prevents cancellations that occur because of changes in doctors’ and patients’ schedules in the weeks after an appointment is made.

Please visit our website at WWW.NBDOC.COM

Or give us a call at 487-3429!