

Reproductive Endocrine Associates

REPRODUCTIVE ENDOCRINE CLINIC
Wang Pavilion, 7th Floor

REU ULTRASOUND AND RESEARCH CLINIC
Bartlett Extension Hall, 5th Floor

Email: MGHReproEndo@partners.org / Phone: (617) 726-8433 / Fax: (617) 726-5357

What You Can Expect From Us

Care

Exceptional Care - We are dedicated to the treatment and investigation of reproductive disorders and complications in both Men and Women. We are committed to delivering high quality patient care, patient education, and cutting edge research while continuing to train Students, Residents, and Endocrinology Fellows.

Unrivaled Expertise – Our Physicians are world renowned experts in the field of Reproductive Endocrinology. We offer the best care and education for patients our patients.

Availability and Access

Urgent Issues - Our normal business hours are 8:30 am – 5:00 pm, Monday through Friday. If you have an urgent request please call us at (617) 726-8433 or email us at MGH ReproEndoAssociates@partners.org. We will respond to your request within 72 hours.

Access to Appointments – The Reproductive Endocrine Associates is open to see patients Mondays, Thursdays and Fridays. And our Ultrasound clinic is open Monday thru Friday. We strive to ensu for same-day urgent diabetes and medical needs during our business hours. Please call early in the day for an appointment.

Lab and Test Results - We will contact you with the results of any labs or tests ordered by your providers. If you do not receive a results letter by two weeks after the test, please contact us.

Electronic Access - iHealthSpace, sponsored by Massachusetts General Hospital, provides secure, online access to your health information whenever you need it. Among other benefits, iHealthSpace allows you to communicate with your physician, request appointments or referrals, refill medications and set appointment reminders. You can sign up for iHealthSpace by visiting <https://www.ihealthspace.org/portal/help>.

Teaching the Next Generation

Educational Mission - As the largest teaching hospital of Harvard Medical School, Massachusetts General Hospital is proud to educate the next generation of providers. Throughout the year, we welcome Students, Residents, Fellows and Visiting Scientists

What We Expect From Our Patients

How to contact us

Routine Matters - For routine matters (prescription refills, appointment requests, etc.), call (617) 726-8433 during business hours: 8:30 am – 5:00 pm, Monday through Friday. We will gladly assist you. You are also welcome to use iHealthSpace for these requests.

Urgent issues - For urgent issues that arise outside of usual business hours, please page your physician. If it is an emergency, please call 911 and go to the Emergency Room.

Routine medication refills – All routine medication refills should be requested during usual business hours (allow at least one business day).

Email - We welcome you to contact us online at MGHReproEndoAssociates@partners.org.

How to prepare for your visit

Visit preparation - You will get the most out of your visit if you come prepared. Please have your medical records and referral (if applicable) sent over to our clinic at least two 2 days prior to your appointment. It is helpful to bring a list of questions you may have, and be sure to bring your current list of medications and any prescription refill requests you may have as well.

Arrival Time - Please arrive on time for your appointment. Budget enough time for traffic and parking. If you arrive over 15 minutes late, we may ask you to reschedule.

Cancellation Policy - Please contact us **two business days** in advance to cancel an appointment so we may offer it to other patients who are waiting for appointments. We will be happy to reschedule.

No-show Policy – There are at times a wait time to see certain providers. To avoid a late cancellation or no-show charge, please give us 24 hours notice if you are not able to keep your appointment.

Insurance Plans - We participate in a number of health insurance plans. Please check with your insurance provider to see what services are covered.

When you arrive for your visit

Family members and support - We encourage you to involve your family and others to support you, and we value your privacy. Please feel free to invite them to your appointment, and keep in mind that our waiting room is a quite space.

Medication list – Please bring a current and accurate medication list or all of your medication bottles.

Prescriptions – Please ask your provider refill to your prescriptions during your visit. You may also request refills by phone or online through Patient Gateway. Please allow at least one business day to complete refill requests. Please allow two business days for prescriptions that require a prior authorization.