Welcome to the Practice of

Dr. Nicole Bloor and Lynn Jumper, ANP
Hallmark Health Medical Associates
727 Main Street Melrose, MA 02176
(781) 662-2204
www.drbloor.com
www.hallmarkhealth.org
Welcome Home

I’d like to personally welcome you to 727 Main Street, a building that was once a single-family house in Melrose but what is now your patient-centered medical home*. I’m fortunate to head a dedicated team of highly trained professionals that work seamlessly to coordinate and to provide you with comprehensive healthcare. From physical to mental health, from diet and lifestyle advice, your healthcare team – that includes myself, a nurse practitioner, medical assistants, a nurse care manager, and receptionists – is here for you. In fact, the most important member of our team is you – you are the heart of our team.

Your healthcare team works with you hand-in-hand to set goals and treatment plans based on evidence based guidelines to improve your overall health and wellness, and if necessary, to manage your chronic conditions.

We offer same day access, each and every day. If you become sick after office hours or on weekends, a Hallmark Health physician is available for phone consultation 24 hours a day, 7 days a week. We have urgent care services in Medford and Reading so that you don’t have to go to an Emergency Room or an urgent care center that is not associated with us, your team.

We organize and track your health using a state-of-the-art Electronic Medical Record (EMR) program – that is a true two way street. While you can request or book appointments and access your lab and test results through our secure web portal, we can make sure that your information is available to the entire team. Also, if you need a specialist, we will make sure that he or she has the necessary information to facilitate your treatment. In return, if you see a specialist within the Partners system (this includes MGH, BWH, NWH, North Shore and Hallmark Health) we will receive results of the consultation in your personal EMR so we can adjust your healthcare plan as needed. If you see a specialist or visit a hospital outside this network we ask that you notify us so that we can retrieve information from those providers so that we can have a complete medical record on file for you.

We’re at 727 Main Street, which is not just a building – it’s your healthcare home.

Welcome home.

Nicole A. Bloor, M.D.

*If you would like to learn more about Patient-Centered Medical Homes I invite you go to http://www.pcpcc.org/about/medical-home
To help you become familiar with your healthcare home we encourage you to read this information or visit us online at www.drbloor.com.
Dr. Nicole Bloor
Dr. Bloor has been servicing Melrose and its surrounding communities since 1996. She attended The University of New Hampshire and received her medical degree from Tufts University School of Medicine in Boston. She went on to complete her residency at Tufts Medical Center where she was appointed to Chief Medical Resident.

Lynn Jumper, Nurse Practitioner
Lynn graduated from Children’s Hospital of Boston School of Nursing where she received her RN degree. She received her Bachelor of Science in Nursing from Atlantic Union College and ultimately received her Masters Degree in Nursing and Adult Nurse Practitioner from Northeastern University in 1998.

Office Hours
Monday 8:00am – 6:00pm
Tuesday 8:00am – 5:00pm
Wednesday 8:00am - 4:00pm(April 1- Sept 30) 8:00am – 5:00 pm (Oct 1– March 31)
Thursday 8:00am – 5:00pm
Friday 8:00am – 5:00pm
Appointments are available every day for sick visits. We will accommodate walk-ins, but encourage you to call before coming in, if possible. Please understand that we may not be able to accommodate your time needs but will do our best to keep your time here at a minimum.

Telephone Calls
If you wish to speak directly to a doctor or nurse practitioner, a message will be relayed and your call will be returned as soon as possible. All calls are returned throughout the day so please have a telephone number available. All prescription requests will be called in by the end of our business day. If you are experiencing a medical emergency, please inform the secretary or call 911 for assistance.

Electronic Medical Record (EMR)
We use an Electronic Medical Record (EMR) in collaboration with Hallmark Health System to store your medical information. Please be aware that your medical information is shared with other physicians who use this same Electronic Medical Record system in their office. Your information is maintained and protected within HIPPA regulations and will not be disclosed or shared with any other persons without your approval.

Patient Portal
We offer access to your medical information through a secure patient portal. This will allow you to communicate with your provider over the internet. You will be able to see your blood test results, medications, problems, allergies, immunizations, blood pressures, and any messages from your provider. You can ask for appointments and send messages to the office staff and providers. Messages sent
through the portal will be addressed **ONLY** during our regular office hours. Please do not use the portal for urgent issues. You will be given a PIN so that you can log into the portal. No one else will be able to see your personal information.

**Calls Outside of Office Hours**
When the office is closed there is always a physician available for consultation via the telephone. If you are ill after regular office hours and you feel it is necessary to speak with the on call physician, please call (781) 662-2204. The answering service will contact the covering doctor. If the physician has not returned your call within 30 minutes, please call and ask the answering service to page the physician again. This emergency coverage is available 24 hours a day, 365 days per year.

**Urgent Care Center**
Hallmark Health has 2 urgent care centers who have access to our electronic medical record system

**Lawrence Memorial Hospital in Medford** on Governors Ave (exit 33 off route 93)
Weekdays: 9 am to 9 pm
Weekends/Holidays: 9 am to 5 pm
781 306-6100

**Reading Center** at 30 New Crossing Rd (Across from Jordans Furniture and behind Bertucci’s) exit 39 off route 128
Weekdays 8 am to 7pm
Weekends/Holidays: 9am-5pm
781 213-5500

**Referrals**
Dr. Bloor and Lynn Jumper refer to specialists in the Hallmark Health network. They work with these specialists on a daily basis and often share the same electronic medical record system. This allows them to coordinate your care so you can get better faster.

Out-of-network referrals will only be approved in extraordinary circumstances. Please call our central referral line 781-338-7100 if you need a referral.

The referral department requires 72 hours notice. If adequate time is not given, you can request signing a waiver with the specialist.

**Test Results**
In order to provide you with the best medical care, we ask that you allow us at least 48 hours (some tests require longer periods) to receive and review your lab and x-ray results properly. In most cases, you will receive a telephone call or email with your results. The Patient Portal (through the internet) allows you to see blood test results as soon as they are available. Please ask a staff member if you would like to register for the Portal.
Medical Records
It is our responsibility to maintain and protect the confidentiality of your medical record. Therefore, you must request any information from your chart in written form. Your request for medical records is processed within 72 hours of its receipt. We can assist you with transferring records to the practice. Please contact Tricia Lally with your requests at 781 662 2204.

Translation Services
If you require an interpreter, please give us 72 hour advance notice. We have a bilingual medical assistant who can assist with translation for our Spanish speaking patients. We can arrange translation services for other languages.

Hospital Affiliation
Dr. Bloor is currently on staff at Melrose Wakefield Hospital. Our excellent hospitalists will care for patients admitted to the hospital. Any need for specialty care is referred to her colleagues on staff at Melrose Wakefield. Whenever possible, outpatient tests and procedures will be booked within the Hallmark Health system.

Billing
Billing is a time consuming and expensive service. To help us keep our costs down, we request that payment be made at the time of service. If you cannot pay at the time of service we will send a monthly billing statement that is due upon receipt. If you are unable to pay promptly, please call our office at (781) 662-2204 to make other arrangements for payment of unpaid balances.

Patient Financial Policy:
Your insurance policy is a contract between you and your insurance company. If for any reason your insurance company does not pay your bill, you shall ultimately be responsible for payment. Unless other arrangements have been made in advance, full payment is due at the time of service.

Obtaining Health Insurance
Apply for Health and Dental Insurance through the Massachusetts Health Connector at https://www.mahealthconnector.org
Hours: Monday–Friday, 8:00 a.m. to 6:00 p.m.
Support is available in all languages
We offer equal access to our services regardless of your insurance status.

Thank you for choosing us. We hope you have found this information helpful. If you have any special needs or questions, please do not hesitate to ask us.