

Charles River Medical Associates
162 Main St, Northborough, MA 01532
(508) 393-1307

Welcome to our practice! I'm thrilled to have you on board and am looking forward to partnering with you on your health journey. My team and I are here to support you every step of the way.

Here's what you can expect as we move forward:

General information:

1. **What We Offer:** Our primary focus is on comprehensive primary care, but we are also proud to offer specialized care in weight management. Whether you're looking for preventive care, management of a chronic condition, or support in achieving and maintaining a healthy weight, we're here to help. Our approach integrates the latest in medical research with personalized care strategies tailored to your individual needs.
2. **Continuity of Care:** Having a consistent medical team is key. My team and I make every effort to accommodate same-day appointments for urgent needs. Before you head to urgent care or the ER, give us a call — often, we can take care of your medical needs right here, saving you time and hassle.
3. **Prescription Policy:** We focus on comprehensive health management rather than reliance on long-term prescription medication like narcotics or benzodiazepines. Should you need specialized care for pain or anxiety, we'll connect you with excellent specialists to get you the right treatment.

Before your appointment:

1. **Arrive a Little Early:** We value punctuality and request that you arrive 15 minutes before your appointment to make the check-in smooth and stress-free.
2. **Cancellation Policy:** Life happens! If you need to reschedule, please let us know 24 hours in advance. This helps us manage our schedule and assist other patients efficiently.
3. **Lab Work Before Your Visit:** Getting lab work done in advance gives us a chance to have all the information we need to discuss your health thoroughly during your appointment.

During Your Appointment:

1. **Meet and Greet Appointments:** Our first meeting is crucial. It's a chance for us to learn about your medical history, understand your health needs, and discuss any previous treatments. This collaborative approach ensures that our plan is perfectly tailored to you.
2. **Addressing Your Concerns:** We aim to address all your health concerns comprehensively. If it's not possible to cover everything in one visit, we'll schedule follow-ups to ensure each issue receives the attention it deserves.
3. **Yearly Preventative visits:** Annual wellness exams help maintain health by detecting issues early. If an abnormality is found or new concern arises during annual exam that requires further evaluation, your insurance may require a co-payment.

After your appointment:

1. **Follow-up on Results:** We'll discuss any significant results from tests or imaging during in-office visit or virtual visit. Our priority is ensuring you understand what they mean and what comes next.
2. **Patient Gateway Messages:** For non-urgent questions, Patient Gateway is a great way to reach out. To address your concern effectively, we may need to schedule an in-person or virtual appointment.

We are excited to welcome you to Charles River Medical Associates! Let's work together towards a healthier, brighter future.

Warm Regards,

Gunardi Irawan, MD