

Brigham and Women's Faulkner Hospital
DEPARTMENT OF PSYCHIATRY
1153 Centre St., Boston, MA. 02130
617.983.7474

Practice Hours:

- **8:00AM – 4:30PM Monday through Friday** closed on weekends and all hospital-observed holidays.

The Brigham and Women's Faulkner Hospital Department of Psychiatry's operating hours are Monday-Friday 8:00am-4:30pm. Please note that all calls received outside of the normal business hours will be returned on the next business day. We ask that you please fill your prescriptions before 3:00pm to allow our clinical team time to resolve any problems regarding your prescriptions shall they occur.

Contact Information:

You can reach our practice **by phone** or through **Patient Gateway**. We will return urgent messages within 1 business day and non-urgent messages within 2 business days

- **Phone:** 617-983-7474
- **Patient Gateway:** <https://patientgateway.partners.org> (Ask our front desk how to sign up!)
- **Outside of business hours:** For urgent matters that cannot wait until the next business day, please call 617-983-7000 and ask the operator to page the outpatient psychiatrist on call.

Emergencies:

If you are experiencing a real clinical emergency we ask that you please call 911 or go to your nearest emergency room.

Running late for an appointment:

Boston area traffic is often heavy, especially during rush hour. Please allow plenty of time for travel. We do appreciate your calling us at 617-983-7474 if you are running late.

- Please keep your appointments and arrive 15 minutes before your visit time.
- **Cancellations:** If you need to cancel an appointment, please let us know at least 2 business days in advance.
- **"No Show" Policy:**
 - *Chronic no-show or late cancellations may result in discharge from BPS. Definitions:*
 - *Late Cancellation: An appointment cancelled less than 2 business days in advance.*
 - *No show: A patient who either does attend his/her appointment, or arrives later than:*
 - *15 minutes late for visits up to 30 minutes in length*
 - *Suboxone practice only: 15 minutes late for visits up to 60 minutes in length*
 - *30 minutes late for visits greater than 60 minutes in length*

Other Important Items:

Please let update us with any changes to your phone number, address, insurance information, and email address.

Prescriptions:

We no longer accept faxes from your pharmacy. We ask that your please call us or use Patient Gateway for prescription refills requests. Please understand that it can take up to 2 business days to respond to a refill request you make outside of an office visit.

- Call 617- 983-7474 (option 3) & leave a detailed message on the prescription refill request line.