

North Reading Pediatrics Overview

Welcome to North Reading Pediatrics!

Our goal is to provide up-to-date pediatric medicine in a warm and personal atmosphere. Dr. Vladimir Gleyzer is an American Board of Pediatrics certified pediatrician with over 20 years of experience.

Our practice is a central resource for your child's medical needs, and we aim to provide accessible, continuous, coordinated, and compassionate care.

Because Dr. Gleyzer is the only practitioner in our office, he oversees every aspect of your child's primary medical care and will see your child at all visits (with the rare exception when he must ask a covering doctor to see our patients while he attends professional meetings or he is on vacation).

Parents are an important and active part of a successful health care team; it is important that you schedule regular checkups for your child and notify Dr. Gleyzer of all visits with specialists.

Office Hours

Regular Hours: M-F 7:30am – Noon and 1:30pm to 5:00pm

Walk-in Clinic: M-F 7:30am – 8:30am (No advanced appointment needed. Acute sick visits only.)

Scheduling Appointments

Sick Visits: We keep appointments open for urgent, same day visits. Urgent visits (acute illness) will be scheduled the same day, whenever possible, based on triage of your child's condition. If you feel your child needs to be seen on the same day, please call as early as possible. Non-urgent (follow up, chronic illness) will be scheduled within 2 days, or as determined by the physician.

Well Child Visits: Children older than two should be seen once per year for their routine physical. At the end of the well visit, we will ask you to schedule next year's visit. Ordinarily, we schedule these visits no earlier than one year from the current date. However, if you would like to schedule the physical sooner than that, we encourage you to call your insurance carrier to determine whether it will be covered. Children younger than two need more frequent well visits, and we will assist you in scheduling them accordingly.

Telephone Calls

Telephone calls will be answered by our front desk staff between 7:30am -12noon and 1:30pm – 5:00pm. Calls will be triaged and emergency calls will be directed to the physician for a timely response. Urgent calls will be returned by the physician as soon as possible. ***If you feel your child may have a life threatening condition, please***

call 911! If you have a routine, non-urgent question, Dr. Gleyzer will try to return your call by the end of the business day. If you call at the end of the day and the matter is not urgent, Dr. Gleyzer will return your call the next morning.

After Hours, Weekends & Holidays

For urgent matters when the office is closed, call the office number and the answering service will contact the doctor. Call-backs when possible are made within 20 minutes. If you do not hear back from us within 30 minutes, please call office number again. On weekdays, Dr. Gleyzer is on call overnight.

For weekends, holidays and vacations, Dr. Gleyzer shares coverage with two other pediatricians in the area, so there will always be a doctor available for you to speak with. During the weekend, holidays or vacation time, call the office number and the answering service will contact the doctor on call.

Please note that the office is closed on the following holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

Website

Our practice's website is www.nrpediatrics.com. Patients can become part of our patient portal. Patient portal is a secure place where patient and practice can communicate via the internet. The patient portal can be accessed through the link on our website.

Prescriptions

Prescriptions should be called in during regular office hours. Please allow 72 hours for all refills, when possible.

Specialist Visits & Referrals

We can assist you in finding specialists for your child when necessary. If possible, we will coordinate visits for multiple specialists and/or diagnostic tests during one trip, although more complex issues may not be able to be accommodated. If your insurance requires that you obtain a referral authorization to see a specialist, please call us in advance of the visit and provide us with the specialist's name, the date of the first appointment, the number of visits required, and the specialist's contact information.

Hospital Affiliations

Winchester Hospital, Melrose-Wakefield Hospital and Children's Hospital

Accepted Insurances

We accept the following insurances:

- AETNA
- Blue Cross Blue Shield
- CIGNA
- Commonwealth Indemnity Plan (GIC)
- Fallon Community Health Plan
- Harvard Pilgrim Health Care

- MassHealth
- Neighborhood Health Plan
- PHCS/Multi Plan
- TRICARE/HealthNet
- Tufts Health Plan
- United Healthcare

Due to variety of insurances, with their individual requirements of co-payments and referral networks, we must insist that you keep a current valid insurance card with you when you come to the office for your visits. Inaccurate or out of date insurance information prevents us from receiving payment for the services we have rendered to you. Therefore, we may ask for your insurance card at each visit. Please be prepared to pay your co-payment at the time of your visit.

In some instances, we will help direct you to resources for insurance coverage offered by the State of Massachusetts.

Once again, welcome. We look forward to seeing you soon.

Sincerely,

Dr. Vladimir Gleyzer, M.D., Ph.D.