Massachusetts General Hospital
Guided by the needs of our patients and their families, we aim to deliver the very best health care in a
safe, compassionate environment; to advance that care through innovative research and education; and
to improve the health and well-being of the diverse communities we serve.

The third oldest general hospital in the United States and the oldest and largest hospital in New England,
Mass General continues its tradition of excellence today. On July 17, 2012, Mass General was named
America's best hospital by U. S. News & World Report based on our quality of care, patient safety and
reputation in 16 different specialties.

Berklee College of Music has developed a stronger connection with the
Mass General’s Medical Walk-In Unit. Phone: 617–726–2707
http://www.massgeneral.org/appointments/walkinunit/

The Medical Walk-In Unit offers another care option for patients (18 and over) who are unable to see
their regular physician, are without a regular physician or are visiting the Boston area. We recommend
that you consult with your primary care provider about any health concerns before visiting the Medical
Walk-In Unit. All patients of the Medical Walk-In Unit receive a comprehensive evaluation and treatment
of non-life-threatening illnesses and injuries. Patients are seen on a first-come, first-served basis, with
extremely urgent cases receiving priority attention. An alternative to the emergency room, the
Massachusetts General Hospital Medical Walk-In Unit provides urgent care for adults.

Location: Wang Ambulatory Care Center
Suite 108, 15 Parkman Street, Boston, MA 02114
Phone: 617–726–2707

Services Our physicians are all affiliated with Harvard Medical School and are members of clinical
departments and divisions at Mass General. In addition to diagnosing and treating adult urgent medical
problems of all types, the Medical Walk-In Unit also offers:

• Nebulizer therapy for asthma flares
• Blood work and EKGs authorized by Mass General physicians
• Minor dressing changes
• Blood pressure checks
• Blood sugar checks
• Oxygen saturations
• Pregnancy tests
• TB testing and follow-up readings
• Flu, pneumococcal, B12 and school immunizations
• School and employment physicals – limited hours–please call in advance

Patients can walk-in to receive care or call ahead with specific questions.
**Hours of Operation** The Medical Walk–In Unit is open every day except Thanksgiving and Christmas.

- Monday–Friday, 8:30 am to 8:00 pm
- Weekends and holidays, 9:30 am to 4:00 pm

*If the Medical Walk–In Unit is experiencing high patient volume, we may be required to close prior to the posted hours. Please arrive as early as possible and register in advance. To register, contact the Mass General Registration and Referral Center at 866–211–6588.*

**Insurance** The Medical Walk–in Unit accepts most major health insurance carriers, managed care plans and Medicaid. If your health plan requires authorization, call your primary care physician prior to receiving care, to arrange for your physician’s office to send an insurance referral. Copayments are accepted at the time of service.

The MWI Unit provides medical care to patients regardless of insurance coverage. Our visits are processed as “outpatient hospital visits”, which may change how your health insurance company pays for your care. Some insurance plans have deductibles and co–insurance. Look on your health insurance card or call your Health insurance company to better understand your out of pocket expenses.

Uninsured or underinsured patients might be eligible for financial assistance through Mass General’s Office of Financial Services. Please call them directly at 617–726–2191.

**Appointments and Referrals** Make the most of each visit to Massachusetts General Hospital by preparing for your appointment in advance of your visit.

- Physician Referral Service: 800–711–4644
- Registration and Referral Center: 866–211–6588

The following guidelines will help ensure your appointment goes smoothly. Please check with your physician's office prior to your appointment for additional instructions or preparations required for your appointment at Mass General. The Registration and Referral Center will confirm that all insurance referrals and authorizations from your primary care physician have been obtained and completed.

**Before Your Appointment … Patient Registration**

[http://www.massgeneral.org/appointments/preparing/](http://www.massgeneral.org/appointments/preparing/)

**The Registration and Referral Center** is a service for patients that handles registration, insurance eligibility verification and managed care referral processing for patients prior to their hospital visit. Before your appointment, please plan to:

- Register for a MGH patient number. All patients must have a MGH patient number to schedule an appointment and receive services at Mass General. Call the Massachusetts General Hospital Registration and Referral Center at 866–211–6588 to receive your patient number. Please have the following information available:
  - Name
  - Address
  - Date of birth
  - Social security number
  - Insurance information
  - Emergency contact information
• Confirm your health insurance coverage. Contact your health insurance provider to verify the specifics of your coverage. Call the Registration and Referral Center at 866-489-4046 if you have any managed care referral questions.

• Make a list of the medications you currently take. Be prepared to discuss any prescribing information, such as how much you take and how often you take it. If you have copies of your prescriptions, bring those with you.

• Make sure you know how to get to your appointment. Mass General physicians see patients at a number of different locations, not just on the main campus. View campus maps and directions.

• Please note that all patients must present a valid photo ID prior to receiving services as Mass General.

At the Appointment

• Be prepared to pay any insurance copayments and/or deductibles.

• Bring the following information with you to help you fill out any necessary paperwork:
  - Valid photo ID
  - Mass General patient number, if available
  - Your social security number
  - Insurance card, including your policy number and/or Medicare or Medicaid card
  - Your employer’s name, address and phone number (if you are insured through your employer)
  - Managed care referral authorization – this is necessary if you are covered by a managed care plan in which a physician referral is required
  - Name, address and phone number of your referring or primary care physician
  - Any forms you were asked to complete prior to the appointment
  - Any medical information requested by Mass General, such as radiology results and lab diagnostic test results. This is especially important if you are coming for a second opinion.

For International Students and Their Families

Mass General International Patient Center [http://www.massgeneral.org/international/](http://www.massgeneral.org/international/)

Leila Carbunari, Director
55 Fruit Street, Blake 180, Boston, MA 02114
Phone: +1 617–726–2787 Main Fax: +1 617–726–2543
Email: mghipc@partners.org
Hours: Monday–Friday, 8:00 am to 4:30 pm EST

MGH’s International Patient Center Director Leila Carbunari invites Berklee’s International Students and their families to contact her for assistance regarding insurances and Medical Interpreter Services.

Medical Interpreter Services at Massachusetts General Hospital is dedicated to helping providers establish a direct relationship with their non–English or limited–English proficient patients. Committed to providing the highest quality of care, our interpreters provide accurate and complete interpretation services. All interpreters support the Mass General community in the delivery of culturally competent care and facilitate access to hospital services for non–English– or limited–English– proficient patients.

Call Medical Interpreter Services at 617–726–6966/TTY 617–724–0354 to:

• Make, confirm or cancel an appointment • Request a medical interpreter • Talk to your provider
• Find out information about a family member admitted to Mass General