

Welcome!



Thank you for trusting your care to us. We're pleased to share more with you about the services we offer and what we expect from you as a patient. **We will work hard to serve you with kindness and skill.**

We offer medical, dental, behavioral health, and pharmacy services at both our Brighton and Waltham locations in multiple languages. We offer vision care in Brighton. We also offer help with social needs through our Community Health department and with insurance coverage through our small Health Benefits team.



Primary
Care



Dental
Care



Behavioral
Health



Eye Care



Pharmacy



Insurance

We are open Monday through Friday and, on alternating Saturdays, in Brighton or Waltham. All departments close for 30 minutes at midday to allow staff to take a lunch break and return ready to support you. Please check our website for current hours.

www.charlesriverhealth.org

Please arrive 15 minutes before your scheduled appointment time. This allows us to check you in on time, even if there is a short line. It also allows you to fill out any forms your provider asks you to complete. Please also bring your insurance card, identification, and a credit card or cash to make any copayment.

If you arrive 15 minutes late, your provider may not be able to see you. If you miss more than two appointments, you may only be able to make same-day visits. These policies allow us to use limited provider time to serve patients who keep appointments and arrive on time.

We invite you to sign up for MyChart, our online patient portal. MyChart is available on your phone, tablet, desktop or anywhere you can access the internet. With MyChart you can communicate with your care team, review test results, medications, immunization history, and access other important health information.



Scan the QR code to get started!



We have a patient code of conduct. Please take a moment to review this. By following the code of conduct, we can provide a positive experience for you, for other patients, and for our hardworking staff.

Treat all staff, patients, and visitors with respect.

- *Refrain from threatening, harassing, sexual, lewd, or discriminatory comments, gestures, or behavior.*

Maintain a safe and welcoming environment.

- *Do not bring weapons, explosives, or illegal drugs onto CRCH property.*
- *Do not engage in disruptive, destructive, or unsafe behavior.*

Respect privacy and boundaries.

- *Do not photograph, record, or disrupt the care or privacy of other patients.*
- *Do not photograph or record your provider or staff without permission*
- *Do not use marijuana, tobacco or illegal drugs on CRCH property.*

Engage in your care plan responsibly.

- *Work with your care team to follow agreed-upon treatment recommendations.*
- *Keep scheduled appointments or provide timely notice of cancellations.*

If you have a concern or a complaint, please let us know. You can do so by emailing compliance@charlesriverhealth.org. We take all concerns seriously and value your feedback.

Thank you for trusting us with your care. We look forward to serving you!

Matt Mullaney
Chief Executive Officer

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Chief Clinical Officer

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