Patient Support Services

Billing Customer Service: 508-941-7555

Financial Counseling/Insurance: 508-941-7919

Interpreter Services: 508-941-7658
26 Interpreters speaking a variety of languages, including ASL

Patient Services: 508-894-0304

What Do I Do if I Feel Sick?

1. **Call Your Primary Care Provider First Before You Go to The Emergency Department!** If they cannot see you right away, you may be referred to one of our Walk-In Urgent Care Centers.

2. **Call 9-1-1 or go your nearest Emergency Department for life-threatening issues such as:** Chest Pain, Difficulty Breathing, Stroke, Severe Bleeding, or Head Injury/Trauma, etc.

   If you are experiencing mental health or behavioral concerns, such as thinking about suicide, or any other kind of emotional distress., please call the **Suicide & Crisis Hotline at 988**.

Walk-In Urgent Care Centers/Reserve a Spot

Signature Healthcare has two walk-in Urgent Care Centers where you can receive same-day treatment for non-life threatening conditions. Reserve your spot online at any of our two Urgent Care locations, anytime and from anywhere. You do not need to be a patient to receive care at our Urgent Care Centers. To reserve your spot today, visit: **MySignatureCare.org/UrgentCare**

Open to the Public - No Appt Needed

- 650 Centre Street, Brockton, MA 02302
  Mon - Fri: 7 am - 7 pm
  Sat: 8 am - 2 pm | Sun: 8 am - 2 pm
- 110 Liberty Street, Ste 1C, Brockton, MA 02301
  Mon - Fri: 7 am - 7 pm
  Sat: 8 am - 2 pm | Sun: 8 am - 2 pm

What if I don't have a Primary Care Provider?

Please contact Patient Services for assistance in getting a Signature Healthcare PCP. Call **508-894-0304** or email **Appts@Signature-Healthcare.org**

Locations

Offices can be contacted using the numbers below and any of our courteous staff will be able to assist you. After hours calls will be answered by our answering serivce.

Abington
360 Brockton Ave
OBAT Clinic: 508-894-0575

Bridgewater
545 Bedford St
Primary Care: 508-697-3677

Brockton
110 Liberty St
Primary Care, Rehab, & Specialty Services,
Lab & Radiology: 508-894-0400

Patient Pharmacy: 508-894-0399

Walk-In Urgent Care: 508-941-7100
Mon - Fri: 7 am-7 pm
Sat: 8am - 2pm | Sun: 8am - 2pm

130 Quincy Ave
Primary Care: 508-941-7268

Rehab Services: 508-941-7242

179 Quincy Street
Eye Services: 508-894-0400

25 Libby Street:
Cardiology: 508-941-7700

Endocrinology: 508-941-7766

Oncology
& Hematology: 844-604-4673

Radiation Therapy: 508-941-7450

Breast & Thoracic Surgery:
508-894-0400

1 Pearl Street, Suite 1200
Tufts Pediatric Specialists:
508-232-6465

650 Centre St
Walk-In Urgent Care: 508-941-7100
Mon - Fri: 7 am-7 pm
Sat: 8am - 2pm | Sun: 8am - 2pm

680 Centre St
Brockton Hospital: 508-941-7100

East Bridgewater
1 Donalds Way
Primary Care, Specialty Services,
Lab & Radiology, Eye Services:
508-894-0400

Easton
31 Roche Brothers Way
Primary Care: 508-894-8730

OB/GYN: 508-894-8740

Orthopedics: 508-565-3055

Pediatrics: 508-894-8760

Lab: 508-894-8780

Radiology: 508-894-8790

Stoughton
1524 Turnpike Street
Primary Care: 781-986-7800

Pediatrics: 508-583-2900

Raynham
1215 Broadway
Primary Care, Rehab & Specialty Services, Lab & X-Ray:
508-894-0400

07/2025 | #000002211

Welcome to Signature Healthcare, Signature Medical Group

Exceptional Quality, Service and Compassion:

That's Our Signature

RECOGNIZED NCQA PATIENT CENTERED MEDICAL HOME

Recognized by the National Center for Quality Assurance

SIGNATURE HEALTHCARE
The mark of personal care™

Signature-Healthcare.org

Welcome

Signature Healthcare includes the award-winning Signature Healthcare Brockton Hospital, Signature Medical Group (SMG) and the Brockton Hospital School of Nursing. This pamphlet contains answers to some of the most commonly asked questions by patients entering our practice. We hope you will find this information useful.

All Signature Medical Group Primary Care Practices have received NCQA Patient-Centered Medical Home recognition. Each patient's care is overseen by clinician-led care teams that coordinate treatment across the health care system. As your medical home, we will work with you to coordinate all your healthcare needs, including referrals to specialty care, as needed.

As a patient at Signature Healthcare you will have a care team who will provide you access to evidence based patient care and education as well as self management support. Your care team starts with you and includes your primary care provider, nurses, certified medical assistant and medical receptionists. Other experts will join your team based on your needs. For additional education and support, please visit our website at **MySignatureCare.org**

Hours of Operation

Our offices are generally open Monday - Friday from 8:30 a.m. - 5:00 p.m. but these days/hours may vary for certain offices/services. Contact your provider's office for their specific hours.

Additional Hours: See Walk- In Urgent Care Centers.

Co-pays

All co-pays are due at the time of your appointment. Checks, cash and/or credit cards are accepted.

Clinical Affiliations

Your healthcare is coordinated across specialty care, hospital, home health care, community and support services. We offer direct access to our three major affiliates, Beth Israel Deaconess Medical Center, Fertility Centers of New England and WellSense Signature Alliance.

Patient Portal

Signature Healthcare offers our patients free online access to your personal healthcare.

The patient portal is a secure, convenient way to review your current medications, allergies, immunizations, lab & radiology results, and upcoming appointments. You may also request appointments, medication refills, referrals and communicate with your care team, as well as pay your bill online and have virtual telehealth visits.
Visit **MySignatureCare.org/MyHealth** to learn more.

TeleHealth Video Visits

Virtual video visits are available with a provider for non-emergent conditions such as upper respiratory infection, upset stomach or skin rash. Video telehealth visits allow for better and more accurate diagnosis and care. Signature Medical Group patients can schedule a video appointment by contacting their provider's office. Patients must be on the Patient Portal in order to partake in TeleHealth visits.

Financial Services/Billing

We provide equal access to all patients, regardless of source of payment. If you need information on health coverage, obtaining insurance, or paying your bill, one of our trained financial counselors will be more than happy to serve you. Please call for assistance.

Financial Counseling Department: 508-941-7919
Hospital Billing: 800-485-2539
Signature Medical Group Billing: 508-941-0986

Updated Contact Info

In the event your address or phone number changes, please remember to advise the Medical Office Coordinator so we may update your records in our system.

Annual Exams

It is advised all annual exams be booked at the office upon completion of your initial appointment. Due to high visit volume, annual appointments can be 3-4 months out. Booking ahead of time will ensure you are able to be seen at the correct care intervals.

Medication Refills

The most effective method of medication refills is to make a request through the patient portal, My Health. You may also call your provider's office 48-72 hours in advance.

Patient Pharmacy

Signature Medical Group patients enjoy convenient access to affordable prescriptions at our pharmacy located in 110 Liberty Street, Brockton. The pharmacy is staffed by licensed professionals that are a part of your care team. Your healthcare provider will work directly with the pharmacist to ensure they have a full view of your medication history and active prescriptions. Prescriptions can be transferred from any retail pharmacy.

Appointment Cancellation Policy

If you need to cancel an appointment, please provide a minimum of 24 hours notice. Signature Medical Group does provide automatic reminders 4 days in advance of your appointment. When you receive your reminder, please be sure to confirm/cancel your appointment when prompted.

Appointment Reminders

For the convenience of our patients, we offer Appointment Reminders. Patients can choose to receive an appointment reminder either with text message reminders or voice mail message reminders. More details are available at your healthcare provider's office.

Referrals

Your primary care provider will work with you to establish a relationship with a specialist within the Signature Healthcare family, including any ancillary services, including blood work, radiology and testing. We have over 20 specialties in the southeast area and are clinically affiliated with three Boston facilities. Please reach out to your primary care provider with any referral questions.

Medical Records

All medical record requests are handled by the Medical Records Department. Please complete a Release of Medical Information Form in the office or online at MySignatureCare.org in the Patients and Visitors section. You can contact the Medical Records Department directly at 508-941-7069.