

## PRIDE IN OUR PARTNERSHIP Talking with Your Patients about Tufts Medical Center

*At Tufts Medical Center, we value your partnership and are committed to doing all we can to make it easy for you to refer patients to us. Outlined below are some common questions that you told us your patients have asked about Tufts Medical Center. It is our hope that the answers we provided will help you better communicate with your patient and instill confidence in his/her decision to be referred to Tufts Medical Center.*

### Why are you referring me to Tufts Medical Center?

- ▶ The type of care you need right now is best handled by a teaching hospital in Boston and Tufts Medical Center provides advanced care for more complex healthcare needs.
- ▶ I highly recommend Tufts Medical Center. You will find that Tufts Medical Center offers the extremely sophisticated services of an academic medical center but patients find it much less overwhelming than other larger teaching hospitals.
- ▶ I have strong working relationships with the physicians at Tufts Medical Center, allowing me to best coordinate your needs and stay closely involved in your care.

### I've never been to/don't know a lot about Tufts Medical Center. Tell me more about the hospital. What are they known for?

- ▶ Tufts Medical Center is the principal teaching hospital for Tufts University School of Medicine; it is located conveniently off I-93, the Mass Pike (Route 90) and easily accessible by public transportation.
- ▶ As an academic medical center, it provides the highest-level of care for patients with complex healthcare needs.
- ▶ At Tufts Medical Center, senior level physicians take an active role in managing your care, combining great medical care with personalized attention.
- ▶ Tufts Medical Center has excellent quality scores that are on-par with other teaching hospitals in Boston, and often superior. This data is reported by third-party objective sources such as University HealthSystems Consortium, the leading organization for academic medical centers.
- ▶ Like other downtown Boston hospitals, Tufts Medical Center is a world-class institution that provides heart, kidney and bone marrow transplants, is a Level I trauma center, provides comprehensive neurological and neurosurgical care, and offers cutting-edge cancer treatments.

### How does the quality of care at Tufts Medical Center compare to other hospitals in Boston?

- ▶ Tufts Medical Center has excellent quality and is committed to providing the safest environment for its patients. Their quality is on-par with other teaching hospitals in Boston, and often superior. This is according to data from third-party, unbiased organizations.
- ▶ Tufts Medical Center is ranked as a four star academic medical center (only hospitals in the top 10 have a higher rating and there is no New England hospital in the top 10) by the University HealthSystem Consortium (UHC), the "Good Housekeeping" seal of approval for academic medical centers.
- ▶ *U.S. News and World Report* ranks more than 40 Tufts MC doctors and specialists among the top 1% in the nation.
- ▶ Tufts Medical Center is ranked in the top 15 percent of independent hospitals nationwide receiving National Institutes of Health (NIH) research funding.
- ▶ 81 physicians in 41 diverse specialties were named as "Top Doctors" by *Boston Magazine* in 2011.
- ▶ Tufts Medical Center is also given an "A" rating by Leapfrog Group, "the gold standard for comparing hospitals' performance on the national standards of safety, quality, and efficiency that are most relevant to consumers."
- ▶ Lastly, Tufts Medical Center was recognized as the Most Admired Hospital by *Boston Business Journal* in 2012.

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I'd rather go to Mass General (or Brigham, BIDMC, etc.) because my neighbor went there or my daughter works there, etc. I've heard they are the best.

- ▶ I understand that other Boston hospitals may have more recognizable brand names. However, Tufts Medical Center has the same level of clinical expertise and provides world-class care.
- ▶ The specialist I am referring you to takes great pride in the quality of care provided at Tufts Medical Center and, at the same time, remembers that you are a person and not just a patient.
- ▶ You will receive direct access to highly-trained specialists, many of whom are ranked within the top 1% in the nation (per *US News and World Report*)
- ▶ Our physicians and specialists are trained at top medical schools and hospitals nationwide, including Mayo Clinic, Cleveland Clinic, Memorial Sloan Kettering, MD Anderson and others.

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I don't like travelling into Boston and paying for parking. Is it really necessary for me to go in town?

- ▶ You need a level of care that is best handled by a teaching hospital in Boston. You need to see a physician that sub-specializes in your specific diagnosis. Whenever possible I recommend patients to the local hospital but this is a situation that requires care in Boston.
- ▶ Tufts Medical Center is easily accessible from I-93 and the Mass Pike, with limited city driving.
- ▶ There is an attached parking garage and the hospital also offers valet parking.

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Why can't I just go see any specialists I want?

- ▶ As your primary care physician (PCP), I am responsible for coordinating your healthcare needs.
- ▶ I am affiliated with Tufts Medical Center and know the physicians there. This allows me to best coordinate your needs and stay involved in your care.
- ▶ The clinicians at Tufts Medical Center have the expertise to treat the most complex medical cases.
- ▶ At Tufts Medical Center, highly-trained physicians take an active role in managing your care, combining great medical care with personalized attention.
- ▶ In some cases, your insurance plan will dictate which specialists you are authorized to see.

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Will you still be involved in my care?

- ▶ Of course! As your primary care physician (PCP), I am responsible for coordinating your healthcare needs.
- ▶ I am in the same network as the Tufts MC specialists—these physicians are my colleagues—and will keep me in the loop of any changes regarding your medical condition.
- ▶ I am affiliated with Tufts Medical Center and know the physicians there. This allows me to best coordinate your needs and stay involved in your care.

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How can I learn more about Tufts Medical Center and the physician I am going to see?

- ▶ You can meet some of the award-winning Tufts Medical Center specialists at [tuftsmedicalcenter.tv](https://www.tuftsmedicalcenter.tv). This resource can help you become more familiar with the physicians there and even hear them speak about important health topics and conditions.

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Can I choose to get a second opinion elsewhere?

- ▶ If you feel a second opinion is appropriate, please feel open to discuss this with me and we can work together to determine if one is necessary.

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Do you have a financial interest in sending me to Tufts Medical Center?

- ▶ No, I do not have a direct financial interest in sending patients to Tufts Medical Center. There are certain health plans and insurance companies that hold physicians accountable for the quality and cost of care that a physician offers. However, I am not compensated based on an individual admission. Our efficiency rating is across all my patients as well as a group of more than 1500 physicians in Massachusetts.
- ▶ As your PCP, I will always refer you to the specialist that will provide you the best, most appropriate care. I believe my specialist colleagues at Tufts Medical Center are the best choice.
- ▶ I am proud that my practice and Tufts Medical Center have led the way in showing how we can deliver the best and right care in an affordable manner. This is important for patients given how co-pays and co-insurances are on the rise. I am sensitive to this for you.
- ▶ For these reasons I have chosen to partner with Tufts Medical Center for tertiary care, as they are a high quality but cost effective provider.