



Welcome to our practice. We are pleased to participate in your care. Sleep Medicine Services of Western Massachusetts is a comprehensive sleep center providing clinical, sleep testing and durable medical equipment services. Our offices are located at 3640 Main St. , Suite 208, Springfield, MA and 267 Locust St, Suite 101, Northampton, MA., in addition to our in-lab sleep testing site at 332 Pleasant St., Northampton. Our goal is to provide quality medical care in a timely manner, therefore we utilize the following policies.

NO SHOW – LATE CANCELLATIONS

We require a minimum of 24 hours for cancellations. No shows and late cancellations inconvenience those who need access to medical care in a timely manner. Our No show and late cancellation policy enables us to better utilize available appointments for our patients in need of medical care. We do understand that there are extenuating circumstances for missed appointments and will manage those on a case by case basis. If 2 appointments are missed by no shows or late cancellations, you may not be rescheduled.

48 HOUR PRESCRIPTION NOTICE

We will process requests for prescription refill within 2 regular office days. Any medication refills that are requested on a Friday afternoon will be processed the following week. Prescription refills will not be processed on weekends or holidays.

CONTROLLED SUBSTANCE CONTRACTS

A patient contract is required between Sleep Medicine Services of Western Massachusetts and patients who are prescribed any controlled substances.

INSURANCE COVERAGE

Our office does not have the specific details of your insurance plan. It is your responsibility to be aware of the amount of your healthcare insurance deductible and what is covered by your plan.

Thank you for choosing Sleep Medicine Services of Western Massachusetts.