

Meet Your Bulfinch Medical Group Primary Care Team



Dr. Suzanne Koven, PCP



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Care Team Roles

Primary Care Provider (PCP) – Your PCP is the doctor who knows you best and who is ultimately responsible for your total medical care. He or she makes decisions and diagnoses based on knowing your unique history and orders any necessary screening exams, lab tests, referrals to specialists, medications and any other medical treatments you may need.

Nurse Practitioner (NP) – Your NP is a nurse who holds an advanced degree in adult primary care. This specially trained professional can diagnose and treat many of the same conditions as your PCP, they work collaboratively with your doctor and can order lab tests, X-rays and write prescriptions.

Primary Nurse (RN) – Each patient at BMG has a dedicated, experienced primary registered nurse who works closely with your PCP and NP, often serving as their eyes and ears, while providing you with timely medical advice over the phone, via Patient Gateway and in the office. Your primary nurse may also provide other services such as dressing changes, immunizations, home care coordination and follow up after any recent hospitalizations.

Medical Assistant (MA) – Your MA is the person that escorts you to the exam room and records your weight, height and other important information in your medical record. They may also perform diagnostic tests and draw your blood when you are in the office.

Patient Service Coordinator (PSC) – Another member of your care team is your patient service coordinator who works with the team and you to arrange referrals to specialty services, diagnostic testing, and completion of forms. They also offer administrative support to your PCP and nurses.

Help us help you, visit the BMG website to learn more about working with your care team at www.massgeneral.org/bmg