



WOODBURY MEDICAL GROUP
Family Medicine & Urgent Care

Appointments

- Appointments can be made by calling the office between or hours of operation from 8:00 a.m. to 8:00 p.m. Monday through Friday and 8:00 a.m. to 5:00 p.m. Saturday & Sunday.
- When scheduling an appointment, please advise the receptionist of the exact reason for the visit and if you have seen the doctor previously.
- If you are seeing the doctor for a pre-operation physical exam, please have your paperwork (indicating tests needed) with you from the requesting physician.
- If you need to cancel your appointment, please call to advise us at least 24 hours in advance.
- Please arrive 15-30 minutes before your scheduled appointment so that we can review, update or complete your demographic information. Please notify us immediately of any changes in your name, address, phone number or insurance.
- Bring your current insurance card with you for each appointment. If your insurance coverage is through a family member, please have that person's information as well. If we do not have your current information, you will be responsible for payment. New patients will also be asked for a photo ID (driver's license).
- Familiarize yourself with your insurance guidelines regarding copays, deductibles, payment of annual physicals, referrals to specialists and ER visits.
- Copays and insurance cards are expected at time of service.
- Please bring your medicine bottle(s) or a complete list of your medications with you to each appointment.

Late Policy

- Patients who arrive more than 15 minutes late may be asked to reschedule their appointment. All efforts will be made to reschedule appointments for the same day.
- Please be on time for your appointments. If you arrive late for your scheduled appointment, you may be asked to reschedule your appointment or given the option to wait until other patients have been seen.
- If calling for an urgent or same-day appointment, you may not be able to see your regular provider.

Phone Calls

- Every phone call is important to us and we will attempt to answer your calls and return your phone messages as promptly as possible. We appreciate your patience should you have to wait on hold or leave a voice mail message. Our phone lines are busiest in the early morning hours, especially on Monday mornings. If you do not need to speak to someone in the office immediately, we recommend calling the office at a later time during the day.
- Your physician will review your message and chart and, in most cases, either your physician or their medical assistant will return your call during the day or after patient care.
- Phone messages will be returned as soon as the physician is available. Please leave a phone number where you know we will be able to reach you.
- Please be aware that our providers will not leave their scheduled patients to return routine phone calls; these are generally answered after patient care sessions are finished.

Prescription Refills

- When calling for a routine prescription refill, please call your pharmacist and allow 24 - 48 hours for it to be filled. If your prescription has expired, the pharmacy will contact our office for permission to refill it. Routine prescriptions are those that have been prescribed to you and are taken every day.
- For quick and accurate turnaround, have your pharmacy send your request electronically through our EMR system or fax to us at (949) 999-8142.
- If you need a medicine urgently, we will make every effort to respond to you that same business day.
- If you are interested in a new medication, please schedule an appointment to speak with your doctor. We do not routinely call in medicines that have not been previously prescribed.
- For your protection and to meet acceptable medical standards of care, an examination and/or lab work may be necessary before refilling prescriptions for some medications.
- When leaving a message for a medication refill, please leave the following information: your name, phone number, the full name of the medication, the dose (usually in milligrams), the frequency with which you take it, your doctor's name, and the name and phone number of your pharmacy.
- Please remind your doctor of any medication allergies.



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Referrals

- Some medical problems require a referral to a specialist. We will do our best to accommodate your needs. Please be aware of the referral policies of your insurance plan, as some plans require that you see specialists who are part of their network. Obtaining a referral is occasionally a time-consuming process and your patience is appreciated.

Laboratory, Procedures, and X-rays

- We have a lab drawing station and X-ray facilities in our office. Please allow at least 10 business days for lab results to arrive and be reviewed. Our staff will notify you as soon as possible if any of your test results require prompt attention. In some cases, the doctor may request that you schedule an appointment to discuss the results of your tests. Should you have your tests completed at a facility other than ours, please do the following:
 - Request that the results be sent to our office.
 - Inform us of the date and location of the testing so that we may follow up.

Billing

- We participate in most insurance plans; however, we advise patients to check with their insurance company to confirm coverage. Before scheduling physicals, please make sure your plan will cover them. We ask that all patients sign a copy of our financial policy. If you have any questions regarding your bill, please call our Billing Office at: (949) 574-4600.

After-Hours and Emergencies

- An on-call physician is available for telephone consultation regarding urgent health conditions after office hours, on weekends and on holidays. The on-call physician will not fill controlled substances or antibiotics.
- In case of an emergency, please dial 911 or go to the nearest emergency room. Please follow your insurance policy's guidelines for emergencies.
- There are times when weather conditions and other circumstances may not allow our staff to get to the office, or will demand early closing. When questionable circumstances exist, please call the office before starting out for a scheduled appointment.

Hospital Affiliations

We are affiliated with Hoag Hospital.