Prescription Refill Requests
Please allow three business days to fulfill prescription refill requests. Most requests can be completed in three business days as long as no further medical assessment is required. Many pharmacies participate in electronic prescribing. Ask your pharmacy if they can send your prescription request electronically to us. Your pharmacy can also fax the refill request directly to (415) 353-7901.

Processing Requests
• REFERRALS – Referrals to other specialty practices usually take about five business days to process unless insurance authorization is required. Once your referral has been reviewed and approved, you will be given instructions on how to schedule an appointment with the specialty clinic.
• LETTERS and FORMS – The staff will help with medical forms and correspondence requests, including jury duty excuse letters. Please allow 5 business days for processing.
• TEST RESULTS – We recommend signing up for UCSF MyChart, as most test results are automatically released through the online patient portal. Please ask the front desk staff for an activation code to sign up.
• MEDICAL RECORDS – Requests for copies of records must be in writing and authorized by the patient. Please send these requests to:
  UCSF Medical Center
  Attn: Medical Records, Box 0308
  Release of Patient Records
  185 Berry Street, Suite 2000
  San Francisco, CA 94107
  (415) 353-2221

Call (415) 353-7999 with any other questions or requests.
**Commitment to Education:** As a teaching institution, we consider education a core part of our mission and participate in the training of residents and medical students in primary care and general internal medicine. You may be seen by a medical student or resident who is paired with an attending physician. Our practice provides a team-based approach to patient care which strives to be patient-centered.

**PREPARING for YOUR VISIT:**

Please bring with you:
- The bottles of medications you are taking, including over-the-counter medications, Vitamin supplements and herbal products.
- A list of questions for your primary care practitioner
- Your insurance card and co-payment if required *(co-payment will not be billed anymore)*
- Two forms of identification *(one photo ID and insurance card)*
- Any questionnaire forms we sent you to complete
- **A DEPOSIT** if you will be paying for the visit yourself *(not covered by insurance)*

- New Patient \$232.00 deposit
- Established Patient \$156.00 deposit

*The remaining of the bill will be billed to you after the visit*

**Your Appointment**

During your appointment, you will be evaluated by a doctor or by a physician-supervised nurse practitioner. You will be asked about your medical history and be given a physical examination. The doctor or nurse practitioner will discuss your problem in detail with you and talk with you about potential next steps.

**Making your Appointment**

You can call our main phone number during regular business hours to make an appointment, or can request an appointment through UCSF MyChart. We hope that you will be able to be seen most of the time with your appointed primary care provider (PCP). However, if your PCP cannot see you on the day you request, we will make an effort to schedule an appointment with another provider on the same team.

**Cancellation of appointments**

Please call at least 48 hours in advance if you need to reschedule or cancel your appointment. If your appointment is cancelled without sufficient notice, it compromises our ability to offer that appointment to another patient who needs services. Please arrive 30 minutes early if you are a new patient, and 20 minutes early if you are an established patient.

**Acute Care**

Established patients of General Internal Medicine must call (415) 353-7999 for a same day appointment. If there are no appointments available; then you may call (415) 353-2602 to reach SACC.

Screening and Acute Care Clinic (SACC) is located on the first floor of 400 Parnassus Avenue Ambulatory Care Center, San Francisco Ca 94143

**UCSF MyChart**

Please ask our front desk for an activation code which allows you to enroll in UCSF MyChart. MyChart is UCSF’s new patient portal and allows you to:
- Send non-urgent questions to your provider
- Request prescription refills
- Request appointments
- Review your lab results

Visit https://ucsfmychart.ucsfmedicalcenter.org or call (415) 514-6000 to reach UCSF MyChart Customer Service.

**Welcome Kiosk**

You can complete your own check-in quickly and securely for faster service. It’s easy! Using our new UCSF Welcome Kiosk, returning patients can:
- Check in for an appointment
- Print future appointments
- Print a MyChart patient portal activation code so you can communicate directly with your provider
- Confirm or update emergency contact information
- Confirm insurance coverage information
- Make a co-payment or pay a previous balance by credit card only