

for any results that require urgent attention.

- 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 1638

Release of Patient Records

1600 Divisadero Street, Room A1-1

San Francisco, CA 94115

(415) 885-7344

Call (415) 353-7300 with any other questions or requests.

Mount Zion General Internal Medicine

1701 Divisadero Street, 5th Floor

San Francisco, CA 94143

Web: www.ucsfhealth.org

Phone: (415) 353-7300

Prescription FAX: (415) 885-3830

Other business FAX: (415) 353-7901

Hours: 8:30 a.m. - 5:00 p.m. Monday-Friday

After Hours: If you have a life threatening situation, please call 911. For other emergencies after 5 p.m. weekdays and on weekends, call (415) 353-7300.

Our answering service is available to take your call.

Please reserve this service for medical emergencies only.

Internal Medicine

General internal medicine provides primary care services. Depending on your needs, you may be seen by a doctor, nurse practitioner, nurse, psychologist or clinical dietitian. In addition to treating a specific medical problem, primary care practitioners coordinate care and guide health maintenance; preventive medicine; health status monitoring; testing and treatment services; special treatment programs such as weight management, behavioral health and diabetes care follow-up; and referrals to specialists as needed. As a teaching institution, we participate in a residency program. Resident/faculty physician teams deliver care to our patients at our Parnassus and Mount Zion locations. Residents are physicians who have completed medical school and have decided to pursue further specialty training in internal medicine. You may be seen by a resident and an attending physician at your visit.

UCSF Medical Center
at Mount Zion

Preparing for Your Visit

Please call at least 24 hours in advance if you need to reschedule your appointment. Please arrive 30 minutes early if you are a new patient, and 15 minutes early for established patients, so there is enough time for you to check in and to prepare you for your exam.

Please bring with you:

- A current list of the medications – including over-the-counter medications, vitamin supplements and herbal products – you are taking.
- Please bring your medications to your visit
- A list of questions for your primary care practitioner
- Your insurance card and co-payment if required
- Any forms we sent you to complete
- A deposit if you will be paying for the visit yourself.
 - New Patient \$250.00 deposit
 - Established Patient \$160.00 deposit

Please call at least 24 hours in advance if you need to reschedule your appointment

Your Appointment

During your appointment, you will be evaluated by a doctor or by a nurse practitioner supervised by a physician. 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. All of your treatment will be reviewed and authorized by a board-certified internist. If your physician can not see you on a day you request an appointment, you will be given an alternative to make an appointment with another physician in the group practice or wait until your physician can see you.

Acute Appointments

In addition to care by appointment, we also offer care on a walk-in same-day appointment basis for urgent care needs in the Screening and Acute Care Clinic (SACC) on the first floor of the 400 Parnassus Avenue Ambulatory Care Center, across the street from the Emergency Department. This service is open from 8 a.m. to 8 p.m. Monday through Friday, 8 a.m. to 4 p.m. Saturdays, and most holidays, but may be limited on any given day due to capacity.

Appointments are given by walk-in basis only. You may not call for an appointment. You may call (415) 353-2602 to reach SACC.

Financial Issues

Insurance coverage

Your insurance may require you to pay an annual deductible before they start paying for your visits. You should determine from your insurance the amount of the deductible you are required to pay before proceeding with the appointment. Not all insurers will pay for routine physicals, so you should check with your insurance before making an appointment for a routine physical.

Self-Pay visits

If you are unable to obtain a referral or authorization for your appointment or you choose to pay for your visit yourself, the office staff will collect a deposit at the time of your appointment. This is a deposit only and does not include additional fees associated with any other tests or procedures. You will receive a separate mailed bill for the amount still owed from your visit or any other services received.

- o New Patient \$250.00 deposit
- o Established Patient \$160.00 deposit

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. Your pharmacy can fax the refill request directly to (415) 885-3830.

Processing Requests

- Referrals – Referrals to other doctors for tests or special services usually take about five business days unless medical notes or insurance authorization is required. Once your referral has been reviewed, you will be contacted by the specialty practice to schedule an appointment directly with them.
- Letters and Forms – The staff will help with medical forms and correspondence requests, including jury excuse letters.
- Test Results – You will be notified as soon as possible