

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 duty excuse letters.
- Test Results – You will be notified as soon as possible for any results that require urgent attention.
- 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) 353-4624 with any other questions or requests.

## General Internal Medicine at UCSF Medical Center - Parnassus

**Ambulatory Care Center (ACC)**  
400 Parnassus Ave., 4th Floor  
San Francisco, CA 94143

**Web:** [www.ucsfhealth.org](http://www.ucsfhealth.org)  
<http://dgim.ucsf.edu/forpat/forpat.html>

**Phone:** (415) 353-4624

**Fax:** (415) 353-2640

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

**After Hours:** For life-threatening situations, please dial 911. For other emergencies after 5 p.m., weekdays and on weekends, call (415) 353-4624. Our answering service is available to take your call.

**Please use 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. They are also experts in preventive medicine, health status monitoring, testing and treatment services, special treatment programs such as weight management, behavioral health, diabetes care follow-up, and referring patients to specialists as needed.

As a teaching institution, we participate in a residency program. Resident/faculty physician teams deliver care to our patients at both our Parnassus and Mount Zion locations. Residents are physicians who have completed medical school and have decided to pursue

**UCSF Medical Center**

further specialty training training in internal medicine. You may be seen by a resident and an attending physician during your visit.

### **Preparing for Your Visit**

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

#### **Please bring with you:**

- A current list of the medications you are taking, including over-the-counter medications, vitamin supplements and herbal products.
- A list of questions for your primary care practitioner
- Any medications for which you need a refill prescription
- Your insurance card and co-payment if required
- Any forms we sent you to complete
- A deposit (\$225, new patient; \$160, established patient) if you will be paying for the visit yourself.

Please call at least 48 to 72 hours in advance if you need to reschedule or cancel your appointment.

### **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. All of your treatment will be reviewed and authorized by a board-certified internist. If your physician cannot see you on a day you request, you will be given the option to make an appointment with another physician in the group practice or to wait until your physician is available.

### **Acute Care**

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. The clinic

is located across the street from the Emergency Department, on the first floor of the Ambulatory Care Center, 400 Parnassus Avenue. This service is open from 8 a.m. to 8 p.m., Monday through Friday, 8 a.m. to 4 p.m. on Saturday, and most holidays, but may be limited on any given day because of 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**

Before paying for your visits, your insurer may require you to pay an annual deductible. Please determine from your insurer the amount of the deductible you are required to pay before proceeding with the appointment. Check with your insurance company before making an appointment for a routine physical as not all insurers will pay for routine physical exams.

#### **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 (\$225, new patient; \$160, established patient) 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 bill for the amount still owed from your visit or any other services received.

### **Prescription Refill Requests**

**Please allow three business days** to fulfill prescription refill requests. Most requests can be completed in three business days if no further medical assessment is required. Your pharmacy can fax the refill request directly to (415) 353-2640.

### **Processing Requests**

- Referrals – Referrals to other doctors for tests or special services take approximately five business days unless medical notes or insurance authorization is required.