

### Other Requests

- Test results – You will be notified as soon as possible of 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 0308  
Release of Patient Records  
185 Berry St., Suite 2000  
San Francisco, CA 94107  
(415) 353-2221

## Screening & Acute Care Clinic at UCSF Medical Center

Ambulatory Care Center (ACC)  
400 Parnassus Ave., 1st Floor  
San Francisco, CA 94143  
[www.ucsfhealth.org](http://www.ucsfhealth.org)

Phone: (415) 353-2602  
Fax: (415) 353-2699  
Hours: 8:00 a.m.-8:00 p.m. Monday-Friday  
8:00 a.m.-4:00 p.m. Saturdays and some  
holidays

Hours may be limited on any given day because of capacity. We are a walk-in clinic.

You may not call ahead for an appointment.

If you have a life threatening situation, please call 911 or go to the nearest emergency room.

### Screening & Acute Care Clinic

We provide acute care to adult patients ages (18 and over). We operate on a walk-in same-day appointment basis. We will see all patients who come to our clinic until we have filled all available appointments.

We evaluate and treat a wide variety of medical conditions including:

- Joint and muscle pain
- Skin infections
- Abdominal pain
- Urinary tract infections, vaginitis and urethritis
- Headache
- Minor trauma
- Infections of the ears, throat, and sinuses
- Cough and bronchitis

**UCSF** Medical Center

As we are very busy with urgent care medical needs, we do not perform:

- Employment or school physicals
- Routine general physicals
- Travel vaccinations
- Routine tuberculosis skin tests
- IUD or diaphragm placement
- Worker's compensation first visit
- Prescription medication refill requests

Prior to seeing a physician or nurse practitioner, your blood pressure, heart rate and temperature will be taken by a nurse who is specially skilled in the initial evaluation of acute medical problems. Any needed diagnostic tests will be ordered at this time.

After this evaluation is complete, you will be given the first available appointment slot. If you leave the building while waiting for your appointment, please return at least 10 minutes before your scheduled time. To serve all our patients in a timely manner, a patient will be considered a "no show" if he or she is more than five minutes late for their appointment. If this occurs, we will take the next patient in line.

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

Please bring with you:

- A current list of the medications – including over-the-counter medications, vitamin supplements and herbal products -you are taking.
- The medications you are currently taking
- Your insurance card and co-payment if required
- A deposit if you will be paying for the visit

## **Financial Issues**

### **Insurance coverage**

Your insurer may require you to pay an annual deductible before they begin paying for your visits. You should determine from your insurer the amount of the deductible you are required to pay before proceeding with the appointment.

**If you have an HMO plan with Brown & Toland (and your primary care provider is outside UCSF) please have your primary care doctor fax a referral prior to your visit. If you are a PPO plan member, contact your insurance carrier to verify if their insurance plan will cover your visit to our clinic.**

### **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 in the mail for the amount still owed from your visit or any other services received.

- New Patient: \$250 deposit
- Established Patient: \$160 deposit