General Internal Medicine at UCSF Medical Center—Osher

1545 Divisadero Street
San Francisco, CA 94143-0320

Web:  www.ucsfhealth.org
Phone:  (415) 353-7900
Fax: (415) 353-2405 1st Floor
(415) 353-2489 2nd Floor

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) 353-7900. 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. Please note our practices do not treat workers’ compensation cases — if you need immediate treatment for a work-related injury, go to your nearest emergency room or acute care facility, then contact your employer’s human resources department for guidance in establishing appropriate follow-up.

Call (415) 353-7900 with any other questions or requests.
As a teaching institution, we participate in a residency program. Resident/faculty physician teams deliver care to our patients at Mount Zion. 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.

Preparing for Your Visit
Please call at least 48 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 20 minutes early if you are an established patient.

Please bring with you:
- A current list or the bottles 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
- Your insurance card and co-payment if required
- Two forms of identification (at least one photo ID; insurance card counts as second one)
- Any forms we sent you to complete
- A deposit if you will be paying for the visit yourself.
  - New Patient $232.00 deposit
  - Established Patient $156.00 deposit

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 can not see you on a day you request, you will be given the option to make an appointment with another team provider or 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 acute 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 filled on a walk-in basis. General Internal Medicine encourages established patients to call (415) 353-7900 for a same day appointment. If there are not appointments available, established patients may call (415) 353-2602 to reach SACC.

MyChart
Please ask our front desk for an activation code which allows you to enroll in 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