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OFFICE HOURS

The office can be contacted by phone **Monday through Friday** between **8:30 a.m. and 5:00 p.m.** An answering service can contact the physician on call for urgent situations when the office is not open.

Our phone number for all physicians is **(707) 546-1922**.

SCHEDULING APPOINTMENTS

The Appointment Secretaries are available for phone calls **Monday through Friday** between **8:30 a.m. and 5:00 p.m.** We do not routinely telephone patients to confirm upcoming appointments. If you are unable to keep your appointment please let us know with as much advance notice as possible. **You may be charged for missed appointments if you do not call to cancel at least twenty four (24) hours before your appointment.**

REFERRALS

It is your responsibility to obtain the necessary referral for your appointment. If you are covered by insurance which requires a referral for services provided by anyone other than your primary care physician, **you must obtain that referral prior to your appointment in our office.** If you are unsure whether your referral has been sent to our office, we suggest that you call our Appointment Secretary to verify that it has arrived in our office. We will attempt to notify you prior to your appointment if we have not received your referral. However, if you arrive for your appointment and we do not have your referral, you will be asked to sign a waiver accepting responsibility for payment in case payment is denied for no referral, or if you do not wish to sign a waiver you may have to reschedule your appointment until your referral is received.

PRESCRIPTION REFILLS

When you need to refill a prescription from one of our doctors, **please call your pharmacy.** Give them the name of the medication, the prescription number from your bottle, and the physician's name.

Please allow 48 hours for prescription refills. Refill requests received after noon on Friday may not be ready for pick up until Monday afternoon. **Refill requests during the weekend will not be ready until Monday afternoon.**

If you have questions regarding your medications other than refills, please call us directly.