

Please arrive 30 minutes early with these forms completed and your current Insurance card.

PATIENT INFORMATION WELCOME

We are pleased you have chosen our office for your infertility, gynecology or obstetrical care. All of our physicians are Board Certified and regularly take courses to keep up with the latest advances in these fields. We are dedicated to providing you with the best possible medical care when you need it and are confident that you will feel comfortable and secure with the treatment you receive. We are a health team concerned with your needs, and welcome any suggestions you have that will help improve the care you receive.

OUR SPECIALTIES GYNECOLOGIC CARE

You will have the physician of your choice as your primary physician for your periodic check-up and scheduled visits. There may be times when you have an emergency problem which occurs at a time when your personal physician is not in the office. In that case, one of the other physicians in the group will usually be available to take care of your problems, if you desire. Each one of us has access to all the medical records so that, if an emergency does come up, we will be familiar with your medical history.

Our physicians are on staff at Scripps Memorial Hospital, and all of our inpatient hospitalizations are done at this hospital. Many outpatient surgical procedures can be performed right in our office in our surgery suite; all others are done at Scripps Hospital.

INFERTILITY SERVICES

One particular area of interest at IGO is infertility treatment. Many of our OB/GYN physicians have advanced training and experience in the evaluation and treatment of the infertile couple. Services available include: In-Vitro Fertilization with Embryo Transfer (IVF/ET), ICSI and Assisted Hatching, Blastocyst culture, microlaser surgery, artificial insemination with husband or donor semen, sperm washing, computerized male fertility studies, and complete diagnostic evaluation of the infertile couple. All In-Vitro Fertilization Procedures are done at a nearby facility.

A comprehensive evaluation of the male and female is generally necessary to determine appropriate treatment. The process takes both time and conscious effort, and we encourage the husband to accompany the wife on her first visit.

CARE DURING PREGNANCY

This is a group practice, and although your personally selected physician will be primarily responsible for your care during your pregnancy, we may ask that during your pregnancy you make appointments with the other physicians or nurse practitioners in the group who provide obstetrical care. This is for your benefit, since, if your physician is unavailable during an emergency, you will then be familiar with whichever physician cares for you at that time. During your pregnancy you should have medical care available continuously. A group practice such as ours assures this continuity of care. A doctor and your medical records are always available. When one of us is on call at the hospital, the others are available here at the office seeing patients.

IGO SERVICES

- Gynecologic care
- Infertility services
- Care during pregnancy
- Emergencies receive priority
- Hospitalization and surgery at Scripps Hospital, La Jolla
- Affiliated with many insurance and health care plans
- In-house laboratory, ultrasound and mammography
- Office hours: 8 a.m. to 5 p.m.

All of our babies are delivered at Scripps Memorial Hospital in La Jolla at the intersection of I-5 and Genesee Avenue. Scripps is a modern, well-equipped and beautifully decorated facility, providing high quality medical care and excellent personal attention.

OFFICE HOURS AND APPOINTMENTS

Our office is open from 8:00 a.m. to 5:00 p.m. daily, Monday through Friday. We do not close for the lunch hour, but we do close for the traditional holidays.

In the event of a serious problem or emergency after office hours or on days when the office is closed, you can reach the physician on call by phoning 858-455-7520. Our answering service will refer all calls promptly to the physician on duty who will return your call as quickly as possible. There are times when that physician will be busy with other patients and on emergencies, so we do ask for your patience at those times. If you have a life threatening emergency always dial 911. After hours non-emergency calls may result in a charge. We do not generally consider prescription refills to be an emergency and there is usually a charge for handling these calls.

Our office hours are by appointment. If you find that you cannot keep your appointment, we would appreciate it if you would call the office as much ahead of time as possible. This will make it possible for another patient to be seen. Appointments cancelled without 24 hr. notice may result in a charge.

New patients are asked to arrive about one-half hour early to complete registration information and a full medical history before the nurse calls you to see the physician. We have revised our scheduling system in an attempt to keep waiting time as short as possible. We hope you will bear with us if we occasionally run late, as babies arrive at unscheduled times and occasionally surgical or other emergency procedures take longer than expected.

If you do have an emergency, call our office and we will rearrange the scheduled appointments so that a physician can see you as soon as possible.

TELEPHONE

We welcome and encourage you to call the office if you have a problem or questions or need to get in touch with us for any reason. Please make non-emergency calls between 8:00 a.m. and 5:00 p.m., when your records are readily available. When you call the office, a receptionist will either schedule an appointment or forward your call to the appropriate person. If the physician or nurse is busy with a patient, the receptionist will relay your message or transfer you to voice mail. Your call will be returned later in the day.

If you are calling to get **laboratory reports** or have a **non urgent medical question** or problem, your call will be transferred to the nurse's voice mail. The nurse will gather all necessary medical information including your medical chart and return your call. If the nurse is not able to help you, or you specifically wish to talk with your physician, you will be asked to leave a number and the appropriate person will call you back at the earliest possible time. Sometimes this will be after office hours. Remember that most illnesses cannot be treated by phone unless the doctor has recently evaluated your condition. Usually an office visit is required before the doctor can be sure of your situation.

For your convenience, **prescription refill requests** will be handled by our staff during office hours only. This allows the doctor to approve your refills at a time when your medical chart is available for review. It is a good idea to have the pharmacist's phone number ready in case the doctor wants to discuss the medication with them. Your pharmacy may fax your refill request to (858) 554-1312.

You may reach the **Billing Service (MedVision)** directly by calling 1-866-648-0011. Billing staff members are available to answer your questions Monday through Friday from 8:00 a.m. to 4:30 p.m.

Emergencies will always receive priority regardless of the day or time--**DO NOT WAIT TO CALL.** If you are having unusual bleeding or are in severe pain or have other important symptoms, call at once and inform the person answering the phone that it is a medical emergency.

FEES

Our fees are within the customary range for this area and reflect the level of care you will receive and the high level of training by the physicians at IGO Medical Group. We have standardized charges for various procedures. These fees are listed in the office and are available for your inspection at all

times. If you have any questions about fees, please feel free to discuss them with our business staff.

Charges for insurance co-pays and deductibles are due at the time of the visit. Cash, checks, Visa and MasterCard may be used. If you do not have insurance or if your insurance does not cover your visit or procedure, the fees will be collected at the time of your visit. This cuts down on billing expenses, which increase the cost of medical care.

LABORATORY CHARGES

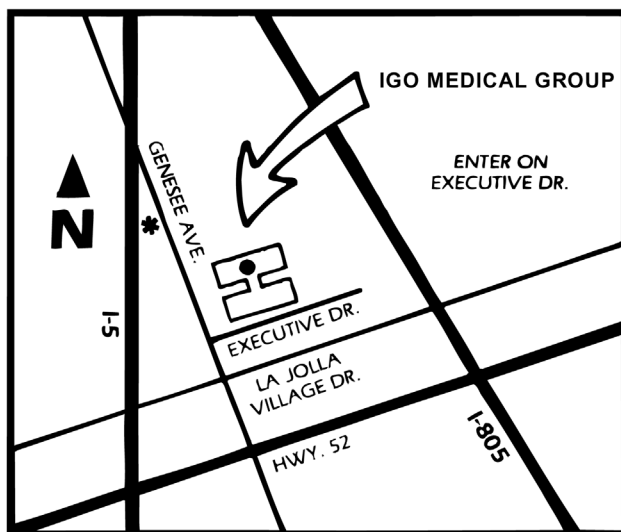
For your convenience, most laboratory work can be performed at our in-house laboratory. If you would prefer to have your tests conducted at an alternate facility, or if your insurance plan requires it, please notify the receptionist at the time of your visit. Services performed by outside labs are billed separately by the laboratory which processes the specimen. Therefore, you may receive an additional statement from Lab Corp., Danner Laboratory, UCSD Department of Pathology or any other lab which may have performed the particular test. Any question regarding these fees or insurance coverage of them should be brought to the attention of the laboratory itself. If you want to know charges for laboratory tests before they are ordered, please bring this to the receptionist's attention.

INSURANCE

For routine office visits, we will collect a co-pay and deductible. We will bill your insurance for our services and then bill you if you have an additional share of costs.

For surgical procedures, major bills and all contracted insurances, we will file insurance claims for you if you promptly provide us with all necessary information and signed forms. You will be expected to pay any difference between the expected insurance payment and our fees, or to arrange a mutually acceptable payment plan with our business staff. Remember that financial benefits from an insurance company or agency are a matter of settlement between you and your carrier. Your bill remains your full responsibility and insurance claims not settled within 90 days may be referred back to you for full payment arrangements.

IGO is affiliated with many insurance and health care provider plans in order to assist you in your health care financing. Please ask to speak with the business staff if you have questions regarding billing and insurance or your specific plan procedures.



*Scripps Memorial Hospital

9339 Genessee Avenue, Suite 200 & 220, San Diego, California 92121
(Enter green building on Executive Drive)

Underground parking is available at a small charge.