

Please arrive 30 minutes early with your new patient 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 your primary physician is not available. In that case, one of the other physicians in the group will usually be available to take care of your problems. Each 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. Surgical procedures can be performed at Scripps Hospital or at one of two area outpatient surgery centers.

INFERTILITY SERVICES

Many of our OB/GYN physicians have experience in the evaluation and treatment of the infertile couple. Services available include: Complete diagnostic evaluation of the infertile couple, sperm washing with intrauterine insemination, surgical treatment and ovarian stimulation medication management.

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 significant other to accompany the patient on the 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 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. A group practice such as ours assures continuity of care. A doctor and your medical records are always available. When one doctor is on call at the hospital, the other doctors are available at the office to see patients.

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.

IGO SERVICES

- Gynecologic care
- Infertility services
- Care during pregnancy
- Emergencies
- 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.

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 receive instructions or 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. If you have a life threatening emergency always dial 911. There are times when the on call physician will be busy with other patients and on emergencies, so we do ask for your patience. 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. Missed appointments mean lost revenue for the office and delayed medical evaluation for other patients in need. If you cannot make your appointment, please notify the office at least one business day in advance to avoid the cancellation or no-show charge of \$50. New patient appointments are scheduled for an extended period of time so our physicians have a chance to get to know and understand our patient's concerns. As insurance payments shrink and administrative costs rise, we need to make the most of our office time. This is very difficult if a new patient cancels at the last minute or does not show for their appointment. If you decide not to keep your appointment with an IGO physician please call at least one business day in advance so we can schedule another patient in your reserved time.

New patients are asked to arrive one-half hour early to complete the registration process. 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. The receptionist will relay your message or transfer you to voice mail. Your call will be returned later in the day. Signing up for and using the MyChart app to contact the office is often the most efficient way to reach the clinical staff for questions that are not urgent.

If you are calling to get **laboratory reports** or have a **non-urgent medical question** or problem, your call will be transferred to the medical assistant's voice mail. If the medical assistant 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. Remember that most illnesses cannot be treated by phone unless the doctor has recently evaluated your condition.

For your convenience, **prescription refill requests** will be handled by our staff during office hours only. Please call your pharmacy and they will contact us directly.

You may reach the **Billing Service (CHMB)** directly by calling 760-755-5638. 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 LabCorp, Scripps Pathology, 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 outside 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 as dictated by your insurance. 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. 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 plans. Please refer to our website at www.igomed.com or speak to our patient account representatives if you have questions about your plan, would like help choosing a plan or you have specific billing questions.



*Scripps Memorial Hospital / Ximed Surgical Center
+Surgical Center of San Diego

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

Underground parking is available for a fee.