

Dr. Unnati Sampat's Patient Tips ©

OFFICE HOURS AND APPOINTMENTS

Our office hours are: Monday-Thursday 8 am-5 pm, Friday 8 am to 12 noon.

We are closed on all major holidays.

Call or send a web message to make, cancel or change appointments. Call ASAP for cancellations for any reason.

If you are running late, we try our best to accommodate your appointment on the same day.

We offer same day urgent appointments. Please call if you need to schedule one.

We offer virtual visits; these visits can be done through regular phone or video assisted.

COMMUNICATIONS WITH THE OFFICE

You can reach us by calling the office at (760) 592 4783.

An alternative mode of communication is via Web Messaging.

You can call us if you need assistance with Web enabling or you may ask the front desk to assist you during your office visit.

If you have been Web Enabled, you can send an electronic message to the office or to our providers. This bypasses the waiting time on phone lines.

This feature also allows you to access your chart, including lab results, visit summary, medications, and future appointments.

We offer text or phone call options for appointment reminders. You can choose your communication method with the front desk.

If there has been any change in your insurance, address, phone number or pharmacy please let us know as soon as possible - do not wait until your appointment.

If you head over to an urgent care, or emergency room, or if you get admitted to a hospital or any other facility then notify us as soon as possible.

HOW TO PLAN YOUR OFFICE VISIT

- We recommend arriving 15 mins early to your appointment to ensure timely service.
- Bring your current insurance card and valid identification card.
- Bring a list of problems or concerns at your visit.
- Bring your actual medications, not just the list, to the office for verification at every visit. This is important for your safety!
- Please take your medications at the scheduled time, prior to your office visit.
- Bring your vaccination card, when applicable.

- At the end of your visit, please make sure to schedule your follow-up visit.

SHARING MEDICAL RECORDS WITH OTHER PROVIDERS

If you are new to our office, please bring your medical records from your previous providers.

We encourage you to share reports of blood tests, imaging and other tests ordered by us and by other providers whom you may be seeing.

We encourage you to take printouts of your results and medical summary from our office at the end of your visit.

VACCINATIONS

We offer a variety of vaccines, some of them are seasonal.

We encourage you to consult our providers for any vaccines that you may be eligible for.

Vaccine marketing may create confusion – please consult with our providers about when to get vaccinated.

ANNUAL WELLNESS VISITS

Annual Wellness Visit is an extremely valuable appointment for lifelong optimal health. Make sure you avail this opportunity!

Please make sure to schedule your annual wellness visit every year.

This is a preventive appointment at no cost to you offered by most insurances.

Bring a list of the approximate dates of your most recent screening tests, such as mammogram, bone density, pap smear, and colonoscopy, as applicable to you.

REFILLS

All refills are sent to the pharmacy electronically.

If you need a refill, your first step is to call your pharmacy. If the pharmacy is unable to dispense your medications, then you must call our office for a refill request.

Controlled medications will require a discussion with our provider through an appointment.

If, for any reason, the pharmacy is unable to dispense a new medication that you were prescribed during your visit, then please call our office for assistance.

REFERRALS

Certain referrals to specialists and other services may take a few days for them to call you after receiving the referral from our office.

Referrals are faxed from our office on the same day of your visit.

If you do not hear from the specialist in 7 days, then please call our office for further assistance.

Certain referrals may require approval from your insurance, and this may delay the process for up to two weeks.

PRIOR AUTHORIZATIONS

Some insurances require prior authorization for certain medications, studies, referrals and procedures. This typically takes 7 days of processing time for our office. If you do not get an update within 7 days we encourage you to call our office for updates.

FORMS

It takes 7 business days for processing forms. There may be a fee applicable – please check with the front desk when you drop off the form.

Please be sure to sign your consent to release your information on your form.

LABS

Lab orders are electronic – you will not require a paper order except for special cases / out-of-network labs.

We will provide you with the locations and hours of labs.