PULMONARY DIAGNOSTIC & REHABILITATION MEDICAL GROUP INC.

Office Hours

Our Office is open from 8:30 AM to 5:30 PM Monday through Friday. Specific appointments to see Dr. Sachs are usually made Monday, Wednesday, and Friday from 1:00 PM to 5:00 PM. Dr. Sachs teaches at Stanford Medical Center on Tuesday mornings and reserves Tuesday afternoon and Thursdays for performing bronchoscopy and other special procedures. Office appointments with Dr. Sachs at times other than Monday, Wednesday, or Friday afternoons can usually be made to accommodate your schedule.

After Hours and Emergency Calls

Coverage is provided for your emergency medical needs even when the office is closed. Simply call the office number and our answering service will get you in touch with me, or with a covering pulmonary physician, with whom we work closely, if I am out of town. While a covering pulmonary specialist is always willing to help in an emergency, please keep routine calls (lab result inquiries, non-urgent medical questions, etc.) for regular office hours.

Prescription Refills

Prescription refills should be called in during office hours only. Call your pharmacy directly providing the necessary information from your bottle. The pharmacy will then contact us regarding the refill. You need only call our office if you have a question about whether or not the medication should be refilled or if you have some specific questions about the medication.

E-Mails

Until security is improved and a price structure for e-mail service is developed, Dr. Sachs will not provide any professional services via e-mail.

Telephone Calls

There is no charge for brief (less than 5 minutes) telephone calls. As a service to his established patients, when medically appropriate, and to save you the time of coming in to the office, Dr. Sachs is happy to provide professional service via telephone. Such telephone consultations will be billed to you at rates similar to those for office visits. Be aware, though, that some health insurance policies do not reimburse you anything for a telephone consultation.

Cancellation

Life happens. We understand that. So that a patient on our waiting list for an earlier appointment can make use of your time-slot when you can't come we, we ask you to contact us at 650.833.7994 (24-hours/day) to cancel an appointment you cannot make. If you do not provide at least 24-hours notice, you will be charged for that appointment. Thank you for your understanding.

Visit www.DrLung.com for more information.

Professional Fees

When you see Dr. Sachs, you are fundamentally paying for his time, skill, clinical judgment, and expertise. Only a very small percentage of what you pay goes to him as salary. The vast majority of what you pay goes to cover salary of other staff, malpractice insurance, various other office insurance policies, such as health insurance for the professional staff, and other operating and overhead expenses, such as office rent, equipment rental, telephone charges, laundry fees, and janitorial fees

About Your Bill

You will be given a bill at the time of each visit. We expect payment in full at that time by cash, check, credit card, or debit card. In special circumstances we will work out an extended payment plan with you. We do ask that any outstanding balances be paid as promptly as possible. They will be delinquent after 90 days. We do our utmost to provide timely service and appreciate timely payment.

About Insurance

We do not file insurance claims with insurance companies, but we do provide a complete claim form, which makes it very easy for you to process a claim. Essentially all insurance companies accept it. This form has all the information on it that is needed to process a claim except for your insurance account number and other personal data that you must fill in. Simply fill out the shaded area of the form and mail one copy to your insurance company, keeping one copy for your records.

Please remember that we are providing medical care to you, not your insurance company. Payment of your bill is your responsibility, not your insurance company's. If your insurance company is delinquent or slow in processing a claim, the burden of payment rests with you.

About Medicare

Dr. Sachs is no longer a Participating Provider with Medicare. He is, however, most happy to see Medicare-eligible patients but can only do so on the sub-contractual basis that Medicare allows. This requires that the patient, whose primary insurance is Medicare, sign a formal agreement, which we will give you. Medicare requires that the patient be responsible for bills in this office without reimbursement from Medicare. NB: Medicare does cover outside laboratory, x-ray, and other professional services that Dr. Sachs orders, just as they would be covered when ordered by any other physician you might see. Similarly, Medicare also pays for hospital charges, such as Bronchoscopy Suite, Ambulatory Treatment Unit, or inpatient hospital charges for services that Dr. Sachs orders. It is only Dr. Sachs's professional fees, themselves that Medicare will not cover.

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