

# CONTRA COSTA ONCOLOGY

## WELCOME!

Your new patient appointment is scheduled

Dr. \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Time: \_\_\_\_\_ a.m./p.m.

*We'd like to take this opportunity to acquaint you with our office, and to outline some ways which will assist in making your first and future appointments go as smoothly as possible.*

**Please be sure to bring the following items with you to your appointment:**

- **History and physical form** (if included)
- **Financial policy agreement** (signed)
- **Insurance cards** (Medicare, MediCal, Blue Cross, PPO, HMO, etc.)
- **Medical records** – all available
- **Detailed list—or all bottles—of medications currently used**
- **Copy of any advanced health care directives** (living will or durable power of attorney, etc.)
- **Confidential Communication Preference form** (signed)
- **Notice of Privacy Practices Acknowledgment** (signed)

We make every effort to run an efficient office. However, in our commitment to help each patient with their individual needs, we do occasionally fall behind schedule. Should such a situation occur during your visit, we ask for your patience and understanding so that we may provide each patient with the utmost level of personalized care and attention.

### **Appointments**

Follow-up appointments may be scheduled during your initial visit or by contacting our office at **(925) 939-9610**. In order to care for you in the best possible manner, please try to schedule as far in advance as possible, and to be specific about the nature of your problem when calling. Your needs will be best met if you discuss your most urgent concerns with the physician first. If necessary, less urgent concerns may be discussed during subsequent appointments.

### **Cancellations**

As we allot a specific amount of time to accommodate your needs, we request the courtesy of at least 24 hours notice for cancellations, as this is time we could use to treat other patients. We will make every effort to offer you the same courtesy, although please recognize that emergencies do occur.

### **Health Insurance Portability and Accountability Act (HIPAA)**

Our office is in full compliance with the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule that was finalized on August 14, 2002. You will be provided information about our privacy practices and required to return a signed Notice of Privacy Practices Acknowledgement Form stating that you have been provided with such, in accordance with the HIPAA Privacy Rule. We strongly support and follow the guidelines within the Final Privacy Rule requiring all entities within the health care industry to take the necessary steps to protect patients' private health information.

### **Family Members**

All adult family members planning to participate in your care and help you make decisions are welcome to attend your appointments at your discretion. In addition, and in accordance with HIPAA and our office policy, we require you to sign the Confidential Communication Preference form and list those persons authorized to receive information regarding your care. Individuals not listed on this form will not be permitted to receive or ask for information regarding your situation without written consent.

### **Office Hours**

Phone calls are answered Monday through Friday from 9:00 a.m. – 12:30 p.m. and from 2:00 p.m. – 5:00 p.m. Our staff will assist in answering your questions or will leave a message for the nurse or doctor. Do not be surprised if a nurse or assistant returns your call instead of a doctor; our staff is highly trained and can answer most questions. This allows for the most efficient patient care as well as enabling the doctors to attend to patients currently in the office. Rest assured that your doctor will always be consulted with regard to any problems and fully informed of any information you provide on the phone.

### **Emergencies (911)**

A physician is always on call for emergencies, and may be reached by calling the office. If the nature of your call is not emergent, please leave a message with the answering service or call back during office hours. Please dial **911** for any life-threatening problem.

### **Fees/Insurance**

Please review and sign the enclosed Financial Agreement before arriving at your appointment. Due to the many insurance plans available and their continual policy changes, we request that you become familiar with your personal coverage plan and with the benefits, services, and financial responsibilities of your health care.

### **Authorizations**

All non-emergency authorizations and referrals will be mailed to you so that you may personally make these appointments to best accommodate your schedule.

### **Office Location and Directions**

#### **Walnut Creek: 500 Lennon Lane**

*From the north:* take I-680 south toward San Jose. Exit at Treat Blvd/Geary Rd. Turn left onto N. Main St. Turn Left onto Treat Blvd. Turn right onto Bancroft Rd. Turn left onto Ygnacio Valley Road. Turn left onto Lennon Lane. Follow Lennon Lane to the end, 500 Lennon Lane is located on the right.

*From the south:* take I-680 north toward Sacramento. Exit at Ygnacio Valley Road. Turn right onto Ygnacio Valley Road. Turn left onto Lennon Lane. Follow Lennon Lane to the end, 500 Lennon Lane is located on the right.

*Note: Our office is equipped with wireless capability for patients wishing to bring laptop computers for internet access.*

**Danville: 1320 El Capitan Drive, Suite 330**

*From the north:* take I-680 south toward San Jose. Exit at Crow Canyon Road toward San Ramon. Turn left onto Crow Canyon Road. Turn left onto El Capitan Drive. (At Crow Canyon Country Club)

*From the south:* take I-680 north toward Sacramento. Exit at Crow Canyon Road. Turn right onto Crow Canyon Road. Turn left onto El Capitan Drive. (At Crow Canyon Country Club.)

**Rossmoor, Walnut Creek (2 locations)**

**1210 Rossmoor Parkway and 1220 Rossmoor Parkway**

*From the north:* take I-680 south toward San Jose. Exit at Olympic Blvd. Turn right onto Olympic Blvd. Make slight left onto Tice Valley Blvd. Turn left onto Rossmoor Parkway.

*From the south:* take I-680 north toward Sacramento. Exit at Olympic Blvd. Turn left onto Olympic Blvd. Make slight left onto Tice Valley Blvd. Turn left onto Rossmoor Parkway.

**Concord: 2339 Almond Avenue**

*From the north:* take I-680 south toward San Jose. Merge onto CA-4 east toward Antioch/Pittsburg. Merge onto CA-242 south toward Oakland/Concord. Exit at Solano Way toward Grant Street. Turn left onto Solano Way (becomes Grant Street). Turn slight right onto East Street. Turn right onto Almond Avenue.

*From the south:* take I-680 north toward Sacramento. Merge onto CA-242 north toward Concord/Pittsburg. Exit at Grant Street toward Solano Way. Turn right onto Grant Street. Turn slight right onto East Street. Turn right onto Almond Avenue.

**Muir Oncology Imaging and Treatment Center (MOITC):  
3000 Oak Road, Suite 111, Walnut Creek, 94520**

*From the north:* take I-680 south toward San Jose. Exit at Treat Blvd/Geary Rd. Turn left onto N. Main St. Turn Left onto Treat Blvd. Turn left onto Oak Road. Follow Oak Rd MOITC is on the right just past BART.

*From the south:* take I-680 north toward Sacramento. Exit at Treat Blvd. Turn right onto Treat Blvd. Turn Left onto Oak Rd. Follow Oak Rd MOITC is on the right just past BART.