

**CARDIOLOGY**

Henry p. Gong MD FACC

FAMILY PRACTICE

Siamak Elyasi MD

INTERNAL MEDICINE**PULMONARY**Gerald Del Rio MD
Hsien-Wen Hsu MD**INTERNAL MEDICINE**

Wen-Gang Zhang MD

2220 Gladstone Drive, Suite 3 Pittsburg CA 94565-5123 (925) 432-3318 FAX (925) 423-7125
3720 Sunset Lane, Suite A Antioch, CA 94509-3595 (925) 779-9601 FAX (925) 779-1537
Business Office (925) 432-3595 FAX (925) 432-4590

Dear New Patient:

Our office would like to welcome you as a patient to Springhill Medical Group. Enclosed you will find a registration form. Please bring this completed form and your insurance card to your first appointment. We appreciate your early arrival to allow time for processing your records.

Office hours and office locations:

We have two office locations listed at the top of this letter. Our regular office hours are 8:30 am to 5:30 pm, Monday through Friday. We are also open for urgent care on Saturday from 9 am to 1 pm in our Pittsburg office. The doctors have scheduled days in the different office locations so let our staff know which office you would like to visit when you make an appointment.

After hours calls: When our office is not open our main phone lines (432-3318 and 779-9601) are picked up by a answering service and given to the doctor on call who is available for emergencies. Please defer routine calls, calls for appointments, calls regarding billing and prescription refill requests to regular office hours.

Appointments: Appointments must be made in advance, however if your condition is urgent, we will make every effort to schedule you the same day. You must notify us of cancellations at least 24 hours in advance and if you are more than 15 minutes late for an appointment you may have to wait or be rescheduled to another day.

Payment and billing: Copays, co-insurance and deductibles if known, are payable at the time of service. We offer a discount to patients who do not have insurance but payment must be made in full at the time of service. Bring a copy of your health insurance card to each visit and notify our office of any changes in your address, phone or insurance information. Payment can be made by Visa, MasterCard, Discover, American Express, cash or check. Returned checks are assessed a \$30 fee. If you do not pay your outstanding balance your account may be sent to an outside collection agency and additional charges in the form of interest and handling fees will be added to your account balance. If you have questions about your account or would like to set up a payment plan please ask to speak to our business office staff.

Our office is staffed with well trained medical professionals. Our goal is to provide high quality medical care and courteous service. Phone calls are carefully evaluated to ensure accurate and efficient handling of your important questions and concerns. Every effort will be made to return your call promptly. Your doctor may not be available immediately or may be at the hospital. If you call is about an urgent medical condition please let the receptionist know and the doctor or his/her medical assistant will response as soon as possible.

We welcome you to our practice and look forward to serving your health care needs.

Sincerely,

The Staff and Physicians of Springhill Medical Group