SPRINGHILL MEDICAL GROUP
2220 Gladstone Drive Suite 3 Pittsburg, Ca 94565 and 2400 Balfour Rd Suite 306, Brentwood, CA 94513
(925) 432-3318

To Our Incoming Patients,

Welcome to Springhill Medical Group. Enclosed is a Face Sheet to be completed with your current data; please ensure its accuracy and bring it along with your insurance card to your initial consultation. Early arrival is appreciated to facilitate comprehensive record processing.

Office Operations and Locations:
Our two locations, as noted, operate on a schedule from 8:30 AM to 5:30 PM, Monday to Friday, with a lunch hiatus from 12:30 PM to 1:30 PM. Given that our physicians have designated days across both facilities, please inform our staff regarding your preferred clinic when scheduling your appointment.

After-Hours Communications:
Outside of standard business hours, our primary phone lines (925-432-3318) are managed by an answering service, relaying urgent inquiries to the on-call physician capable of addressing emergencies. We advise postponing routine inquiries, appointment scheduling, billing questions, and prescription refills until regular office hours.

MyChart Access:
To enhance communication and streamline your experience, please provide your email address to our team. We will send an invitation to utilize MyChart, our patient portal, which allows appointment requests, access to medical records, test results, and messaging capabilities with your healthcare team. Leveraging MyChart can significantly reduce the wait for phone responses from our staff.

Appointment Protocol:
Appointments require advance scheduling. In urgent cases, our team will prioritize your needs as quickly as possible. If your chosen provider is unavailable, we will offer an alternative within the same specialty when feasible. To avoid appointment conflicts, cancellations must be communicated at least 24 hours in advance. Additionally, a tardiness of over 15 minutes may necessitate rescheduling.

Appointment Reminders:
By providing your mobile number, you will receive SMS text reminders for all appointments. Your confirmation or cancellation through these reminders is essential.

No-Show Policy:
Failure to attend a scheduled appointment without prior cancellation (24 hours' notice) incurs a **"No-Show"** fee: $50 for new patients, $250 for cardiac nuclear stress tests, and $50 for echocardiograms and Pulmonary Function Studies. While follow-up appointments are exempt from these fees, excessive no-shows may result in removal from our practice.

Billing & Payments:
Co-pays are required at the time of service. We offer discounts for uninsured patients, contingent upon full payment at the visit. Please bring a copy of your health insurance card to

every appointment and keep us informed of any changes in your personal or insurance information. For payment plan arrangements or account inquiries, request a consultation with our billing staff.

Our objective is to deliver high-caliber medical care paired with exceptional service. We systematically evaluate incoming calls to address your inquiries accurately and expediently. Although your physician may be engaged or attending to hospital duties, immediate action will be taken for urgent medical conditions—please inform reception of such situations for prompt attention. You can also may payments on your account using your MyChart app.

We are pleased to have you join our practice and look forward to addressing your healthcare needs.

Warm Regards,

The Staff and Physicians of Springhill Medical Group

For more information about our services and physicians, please visit our website at: www.springhillmed.com.