


FOSTER CITY PEDIATRIC
MEDICAL GROUP, INC.
1295 E. Hillsdale Blvd.
Foster City, CA 94404
Telephone: (650) 574-2774
FAX: (650) 341-9236

WELCOME TO

**FOSTER CITY
PEDIATRIC
MEDICAL
GROUP, INC.**



INTRODUCTION

Welcome to Foster City Pediatric Medical Group, Inc.. Our practice aims to provide each child with the highest quality of medical care while keeping parents well informed.

In addition to treating acute illness, we emphasize the importance of preventive care. This includes periodic "well-child exams" which include age appropriate anticipatory guidance. (Each insurance company differs on its coverage for these exams, so we urge you to check with your insurance company in advance.)

We encourage each patient to have his/her own physician in the group. Please understand there may be times when that physician may not be available, in which case, your child will receive the same level of competent care from another physician in the group.

The physicians in the Foster City Pediatric Medical Group, Inc. are board certified in pediatrics and are Fellows of the American Academy of Pediatrics.

Caroline R. Drinnan, M.D. graduated from the University of Cincinnati Medical College and trained in Pediatrics at Montreal Children's Hospital. She also has an M.P.H. in Maternal and Child Health from UC Berkeley.

Valerie K. Jahan, M.D. graduated from George Washington University Medical School. She received her training at Los Angeles Children's Hospital.

Christine C. Hung, M.D. received her training at Children's Hospital Oakland after completing medical school at Case Western Reserve University.

Debra J. Yeh, M.D. received her training at the University of California, San Francisco after completing medical school at the University of Michigan.

Subha Y. Aahlad, M.D. interned at Hahnemann University Hospital in Philadelphia and did her residency at Kaiser Permanente Medical Center in San Francisco.

OFFICE HOURS AND APPOINTMENTS

In an effort to serve our families more effectively, we have expanded our office hours.

Monday-Thursday 9:00-12:00 noon; 2:00-8:00 PM
Friday 9:00-12:00 noon; 2:00-5:00 PM
Saturday 9:00-12:00 noon

It is important to call as early as possible if a same day appointment is required. All appointments for 5:00-8:00 PM must be made before 5:00 PM. On Saturdays it is important that appointments requested for that day be made as soon as possible after the office opens.

TELEPHONE CONSULTATIONS

We make every effort to return telephone calls as soon as possible. If there is an emergency, please let our receptionist know so that we may better assist you. For involved problems such as bed wetting, please schedule an appointment for a thorough consultation.

CANCELLING AN APPOINTMENT

As a courtesy to other patients, if you must cancel a scheduled appointment, please do so as soon as possible. When you don't call and "fail to show" it means the loss of a time slot that could have been utilized by another child. Well child appointments cancelled without adequate notification may result in a charge.

HOSPITALS AND EMERGENCIES

The physicians in the group are all on staff at Mills Peninsula Medical Center.

FOR URGENT OR EMERGENCY PROBLEMS AFTER OFFICE HOURS, CALL THE OFFICE AT (650) 574-2774 OR CALL THE INTELICARE ANSWERING SERVICE AT 1-877-271-6520.

There is always someone available to take your call 24 hours a day. After-hours calls should be restricted to acute medical problems and emergencies. The on-call advice nurse or physician will return after-hours calls as soon as possible. They may give you advice on home care or refer you to an appropriate facility for acute care. If you do not get a call back within an hour (or sooner in an emergency) call again and explain that you failed to hear from the doctor.

Try to avoid having prescription refills called in to pharmacies after hours. It is difficult for the physician to order medications if the chart is not available.

FEES, BILLING AND INSURANCE

Health care can seem expensive especially when immunizations or other services are involved. If you have any questions regarding fees, or if you wish to arrange a convenient payment schedule, please ask to speak with the bookkeeper or office manager. Each time you leave our office you will receive a copy of your "superbill" which shows the services, charges and diagnoses. This is for your information and can be used to bill your insurance. In most cases we can bill your insurance company for you if you provide us with the pertinent information.

If your insurance requires a copayment, please be prepared to pay it at the time of your visit. We accept cash, check, MasterCard or Visa.