

Philip Yee MD, BASS Medical Group

Gastroenterology

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OFFICE POLICIES

This letter explains how our office functions so that we may serve you as efficiently as possible.

If you are not an established patient, we are unable to request medical records from sources such as your primary care physician and/or any hospitals. Therefore, you will need to provide records to us preferably prior to the day of your appointment.

If your insurance requires a **referral** you **must** provide the referral from your primary care physician to your appointment.

You **must** provide your *insurance card*.

You **must** bring your *copayment* (we accept CASH, CHECKS or certain CREDIT CARDS).

You **must** provide *records* from your referring doctor that relates to the problem for which you have been referred. This would include: labs, x-rays, ultrasounds, operative reports, pathology reports, CT scans, etc.

The Registration and Health Questionnaire information we have requested for completion **must** be filled out in its entirety and submitted to us by the day of your appointment.

Please be advised we do have a **24 hour cancellation fee** of \$50 for consultation appointments and a **48 hour cancellation fee** of \$200 for procedures. Also, if you choose to follow your initial appointment with a telephone call to the doctor, there may be a fee for this service based on the amount of time you speak to the physician. As a courtesy to our patients, we will bill the patient's insurance. However, if it is NOT a covered benefit, the patient will be responsible for the fees.

Providing us with all of the above information will expedite your time in our business office, allowing you more time with the doctor. Should you have any questions, please do not hesitate to call our office. We look forward to your visit.