

# PATIENT INFORMATION GUIDE

DRV MEDICAL INC.

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**Effective Date:** December 1, 2023

**Welcome to DrV Medical!** We are delighted that you have chosen us as your healthcare provider. Our entire team is dedicated to delivering the highest standards of medical care within an environment built on trust, compassion, and mutual respect.

This comprehensive Patient Information Guide has been crafted to assist you in navigating our medical practice efficiently, ensuring you receive exceptional care tailored to your needs. If you ever have questions or concerns, please feel free to call us at **310-651-9017**, and we will make every effort to assist you.

Our objective is to create a healthcare environment that is safe, caring, convenient, and affordable for you. Recognizing the challenges inherent in delivering quality healthcare, we hope this guide becomes a valuable companion throughout your journey with us.

## Important Telephone Numbers:

- Main Office Number and emergency after-hour call: **310-651-9017**
- Office Fax: 323-954-1081

## Office Hours:

- Monday-Friday: 8 am – 5 pm
- Lunch hours: 12 noon – 1:30 pm

## Emergencies:

- Life-Threatening Emergencies: Call 911 for immediate assistance.
- During Office Hours: Notify the receptionist for urgent messages to your Primary Care Provider or their Medical Assistant (MA). Please do not use the Patient Portal or Healow app messaging system for medical emergencies, as they are only checked during regular business hours and are answered within of 24-48 business hours.
- Outside Office Hours: Call 310-651-9017 for emergencies, following the prompts to connect with the provider's cell phone directly. **Please note that this option is for EMERGENCY SITUATIONS ONLY.** Routine issues like medication refills and non-emergency medical problems should wait until the office opens on the next business day.

**Same-Day & Urgent Appointments:** If you require a same-day appointment for an urgent medical issue, please call our receptionist as early as possible and state that it's medically

urgent. We will do our utmost to accommodate you with one of our providers, whether for an in-person visit or a televisit, as recommended by the provider.

**Calling the Office:** Our dedicated call center team is committed to answering your calls promptly. During busy periods, there may be a slight wait, and we appreciate your patience. For faster communication, consider sending a detailed written message via the Patient Portal or the Healow app. **Please note:** *our call center staff is discreet and specially trained - the more detailed the information you can leave with them, the better we will be able to handle your needs.*

**Contacting Us via the Patient Portal or the Healow App:** For secure and convenient communication, utilize the Patient Portal or the Healow app. Both platforms offer encrypted messaging. Please be aware that messages are attended to during regular business hours, with responses provided within 24-48 business hours.

**Questions Regarding Test Results:** Test results may take up to 14 days. Once available, your PCP reviews and leaves a commentary accessible on the Patient Portal or the Healow App. Automated emails will notify you when results and commentaries are accessible. For any further questions, you can send a note via the Portal or the Healow App. **If the lab results show significant abnormalities requiring a more detailed discussion, you may be asked to schedule a televisit or to return for a follow-up visit.**

**Prescription Refills:** Prescriptions are ideally refilled during office visits. Should a refill be necessary, instead of calling your pharmacy, please contact us directly via phone, the Healow app, or the Patient Portal. **Allow two business days for refills.** We kindly ask you to keep track of your medication quantities and refills to avoid any disruptions. **Please note:** our on-call providers do not refill controlled and non-urgent medications after hours.

**Insurance:** Understanding the details of your insurance policy and its coverage is crucial. For specific policy questions, we recommend reaching out to your insurance company. Our billing team is also available to assist you in selecting insurance plans with which we are in-network.

**Referrals:** Our website hosts a referral list, organized by specialties. When scheduling appointments with specialists, it is up to you to ensure they are in your insurance network. Mention to the specialist that we are your Primary Care Provider and request that they send visit notes to us for coordinated care.

Thank you for entrusting DrV Medical with your healthcare needs. We are eager to provide you with exceptional care and support throughout your healthcare journey.

Sincerely,

DrV Medical Team