



Phoenix Health & Wellness PC

Dr. Bertina M Hooks

6600 Mercy Court, Ste 150

Fair Oaks, CA 95628

(916) 299-6501 Office

(916) 581-6405 Fax

Welcome to Phoenix Health & Wellness PC. I am honored that you have chosen me as your health care provider and my health care team. Our goal is to provide the highest quality care for all of our patients in a timely and respectful manner.

We will do our best to provide you with same-day office visits and accept walk-ins for first available slots for all sick visits. You will need to bring your insurance card and a photo ID with you for each appointment. Please let our staff know if you have had any information changes since your last appointment. If you are unable to provide us with your insurance card, your appointment will need to be rescheduled. You will be asked to fill out new registration forms on an annual basis so we may update our records.

All co-pays and past due balances are expected at time of service, unless a prior agreement has been made with our billing department.

We ask that you allow plenty of time to get to the office for your appointment. Please arrive at least 10-15 minutes prior to your appointment to allow time for registration and check in. You may be asked to reschedule your appointment if you are more than 15 minutes late. We will strive to stay on time. From time to time, a patient emergency arises and we may be running late for your visit. You will have the option to re-schedule or stay to be seen and we will keep you informed of how long of a delay you may experience.

Please bring a list of your prescription and over-the-counter medications with you to each visit.

Our office policy for a missed appointment is:

- If it is an appointment for a new patient, the appointment will not be rescheduled;
- Two (2) no-show appointments will result in dismissal from the practice.

We understand that appointments sometime need to be changed. We ask that you call 24 hours in advance if you cannot keep your scheduled appointment.

Providing the highest quality of professional care to our patients is very important to us. Therefore, the following guidelines for dispensing medications in our office have been established:

1. Phoenix Health & Wellness PC does not offer chronic pain management and will not dispense chronic pain medication (for example, chronic daily narcotics). We will provide you with a referral to a pain management center if you need this specialized form of care after evaluation by our physicians. Please refer to our office policies and procedures (enclosed) for further details about policies about controlled substances prescription and contract.
2. If you are on a medication that requires refills for a chronic disease (for example, high blood pressure or diabetes), you will be given ample refills for 30 or 90 days at a time during your office visit.
 - a. When you are down to a 30 day supply of medication, we ask that you call and request a prescription refill. If it has been a year since your last refill, we ask that you schedule a follow-up office visit to be

evaluated and have your medications adjusted or refilled. Please allow enough time for our staff to make an appointment to ensure you are not without your medications.

3. For the safety and well-being of our patients:

- a. Requests for new medications (including antibiotics) and medication refills can be taken over the phone during office hours for established patients, but a follow up appointment is required.
- b. New medications (including antibiotics) for established patients will be called in over the phone after office hours by the on-call physician but no controlled substances (including narcotics) will be called in after hours or on the weekends.
- c. We understand that unexpected situations arise, thus a small refill of a chronic medication will be granted for one or two days after office hours on an as-needed basis to be determined by the on-call physician. This allows patients to be seen and evaluated by the physician during office hours for all their medication refills.

If you need to reach the physician after hours, you can reach our answering service at (916) 299-6501 through our virtual receptionist. Our answering service can connect you to Dr. Hooks if necessary. Our office hours for patient care are 8:30 am-5 pm on weekdays but are subject to change due to Dr. Hooks' schedule.

Dr. Hooks also offers telemedicine visits which can either be scheduled video or voice calls to address any health concerns you have. If you are interested in participating in telemedicine practice, please notify the office staff and they will give you additional information and enroll you in our telemedicine practice. Enrollment is free of charge and your insurance can be billed for services, labs, referrals, etc. that are ordered during the telemedicine visit.

For our Medicare beneficiaries, I have established a chronic care management program. If you are interested in this program, please notify my office staff and they can give you additional information to review and a consent form.

Phoenix Health & Wellness PC is affiliated with Sutter, Mercy, and Hill Physicians in the Sacramento area. I am on the medical staff at Sutter Medical Center and Mercy Medical Center and work with the specialty physicians there. I will be directing our patients to use Sutter and Mercy's laboratory services and imaging resources. Our electronic medical record (DrChrono) allows us to receive patient results quickly and efficiently through our direct link with services. This is an important resource in meeting our goal of providing high quality care in a timely manner.

Please take a brochure with you to review all of the services that we offer:

- Health care maintenance including annual wellness and physicals
- Immigration physicals
- Vaccinations
- Blood pressure checks
- Well woman exams (Pap Smear and pelvic exams, breast exam)
- Contraception and pre-contraception counseling
- Insertion and removal of IUDs and Nexplanon devices
- Minor office procedures like skin tag, skin biopsies, and nail matrix removal
- Referrals for imaging and mammograms
- Specific lab draws (inquire at the front desk)
- Aesthetic procedures such as laser, PRP, Botox and injectable fillers
- Medical weight management and counseling and education and referrals for bariatric surgery

Welcome to our practice and thank you for choosing Phoenix Health & Wellness PC for all your health care needs.

Sincerely,

Bertina M Hooks, MD