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Office Policies

Making an Appointment

- We have patient office hours Monday, Wednesday, Thursday and Friday from 8:30 am to 4:30 pm. If your doctor is not available, you may be offered an appointment with the other physician. In addition, there may be office hours on Tuesday afternoon.
- If you have changes in your address, phone number or insurance, please let us know at the time you schedule.
- If you are unable to keep your appointment, please give us at least 24 hours' notice. You may leave a voicemail or send a message through "My Health Online".
- A \$25.00 fee may be charged for appointments missed without notice of cancellation
- For New Patients – Two consecutive "no-shows" will result in a refusal to schedule another appointment. We understand that emergencies occur, but not notifying us takes up to an hour of the doctor's time which could be used for someone who needs to be seen.
- For Established Patients – Repeated "no-shows" may result in a letter of termination from our practice.
- If you are more than 15 minutes late to your appointment, your visit may need to be rescheduled.

Results of Diagnostic Testing

- When test results are returned to the office, they are first reviewed by the doctor. The staff will then be asked to notify you of the results
- You may be asked to make a follow-up appointment with your doctor to discuss the test results and a follow-up plan if necessary

Refilling Your Prescriptions

- If you need to refill your medication, call your pharmacy and they will send us an electronic request which goes directly to the doctor. He will review these requests at the end of the day. If you do not receive a response within 48 hours, please call the office.
- If you require medication refills you will need to be seen at least once a year. Certain medications require you to be seen at least every 6 months. We will let you know how often the doctor would like to see you.

Completion of Outside Forms

- There is a charge for completion of outside forms (such as disability) ranging from \$10.00 to \$50.00, depending on the complexity of the form or if multiple forms are required. Please fill out as much of the form as you are able. You may be asked to schedule an appointment to fill out the form if it requires a current assessment by the doctor.

Paying Your Bill

- There are several ways to pay your bill – in the office, by phone or by mail. We accept all major credit cards.
- If you have a co-pay, please pay at the time of your visit, even if the front desk fails to request it from you. Sometimes co-pays are higher for Specialists than for you Primary Care Provider.

For Infusion Patients

- Our office includes an infusion service where patients on I.V. medications can get their treatments in our office. If you are receiving infusions from us, it is vitally important for you to notify the office of any changes to your insurance!

We look forward to serving you and hope that you have a positive experience here. Please call if you have any Questions!