



**Apollo Health Care Center**  
**Dr. Seema Sangwan, MD**  
**877 W Fremont Avenue, Suite N-1**  
**Sunnyvale, CA 94087**

**Office Policies**

### **MAKING AN APPOINTMENT**

- Your next visit can be scheduled by phone or through My Health Online, a secure website that gives patients easy access to their health information.
- Patients should be seen at least once a year for a complete preventative care exam.
- For patients with chronic conditions such as diabetes, asthma, high blood pressure, and heart disease, regularly scheduled visits are vitally important.
- If your address, phone number, or insurance has changed, please let us know when scheduling your appointment.

### **WHEN YOU ARRIVE**

- Plan to arrive 15 minutes prior to your appointment time to check in.
- Always bring your insurance cards and a valid photo ID to every appointment.
- For “self-pay” patients (those with no insurance): There is a 20% discount on fees, which are paid at the time of service. The receptionist can estimate fees prior to your visit.

### **WHEN YOU ARE LATE FOR AN APPOINTMENT**

- Your time is valuable - and so is the doctor's. Please be prompt.
- If you arrive 15 minutes or more after your scheduled appointment time, your appointment may need to be rescheduled.

### **CANCELLING YOUR APPOINTMENT**

- A 24 hours' notice is appreciated for appointment cancellations
- Please call as soon as you know you won't be able to make your appointment. This facilitates availability for those needing urgent or sick care.
- A \$25.00 fee may be charged for each appointment missed without notice of cancellation.
- **New patients:** If you do not show for two consecutive appointments, you may receive a letter of termination from the practice.
- **Established patients:** For three missed appointments within a 4-month period of time, you may receive a letter of termination from the practice.

### **HELP AFTER HOURS**

- If you are experiencing a medical emergency or life-threatening situation, call 911 immediately or go to the nearest emergency department.
- If you have an urgent medical concern while the office is closed, your call will be directed to our answering service. The representative will take your call and forward your message to an on-call provider.
- If your urgent medical need is not life-threatening, and it is during normal business hours, please call the office. We will help you determine the best plan of care.



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### **RESULTS FOR DIAGNOSTIC TESTING**

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

### **REFILLING YOUR PRESCRIPTION**

- To refill your routine medications, contact your pharmacy and ask them to securely notify us via “E-Rx.” If your pharmacy doesn’t participate in the E-Rx system, call our office and ask the receptionist to initiate the refill request.
- To refill controlled medication, please call the office to request a written prescription. You may be required to schedule an appointment with your provider.

### **WHEN YOU NEED A FORM FILLED OUT**

- We are happy to assist with medical forms when given advance notice.
- Please complete as much of the form as possible before sending or bringing it in.
- We will return the form to you within 7 business days. For expedited requests, please make an appointment.

### **SENDING YOUR RECORDS TO/FROM ANOTHER DOCTOR**

- You may request a copy of your medical record. A form must be completed at the reception desk, authorizing previous provider(s) to share your past medical records with our office.
- When patients are referred to a specialist or facility for follow-up care, a complimentary copy of relevant documents are shared with the provider.
- A completed record-release form must be received in order to transfer your records to another doctor, insurance company, or legal representative. The patient, insurer, or legal counsel will be billed a \$25 fee for this service.

### **PAYING YOUR BILL**

- There are several convenient ways to pay your balance: in the office, by phone, by mail, or through My Health Online.
- You may have a co-pay, co-insurance, or deductible due at the time of your visit.
- Our billing department is ready to answer your payment and insurance-related questions. If the biller is unavailable, please leave a message with the receptionist for a call back.

We appreciate your business! Thank you!