

Screening & Acute Care Clinic at UCSF Medical Center - Parnassus

Other Requests

- Medical Records – Requests for copies of records must be in writing and authorized by the patient. Please send these requests to:

UCSF Medical Center
Attn: Medical Records, Box 0308
Release of Patient Records
185 Berry Street, Suite 2000
San Francisco, CA 94107
(415) 353-2221

Ambulatory Care Center (ACC)
400 Parnassus Ave., 1st Floor
San Francisco, CA 94143
Web: www.ucsfhealth.org

Phone: (415) 353-2602
Same day appointment line. Call early-appts fill quickly:
(415) 353-8453 (established patients only)
FAX: (415) 353-2699
Hours: 8:00 a.m. – 8:00 p.m. Monday-Friday
8:00 a.m – 4:00 p.m Saturday & most holidays.
Hours may be limited on any given day due to capacity.
If you have a life threatening situation, please call 911 or go to the nearest Emergency Room.

You may also request an appointment through
<https://inquicker.com/facility/UCSF-Medical-center>

Screening & Acute Care Clinic

We provide acute care to adult patients (18 and older). We operate on a walk-in same day appointment basis. We provide a limited number of same day telephone appointments to our established General Medicine patients. We see patients on a walk-in same day basis until all appointment slots are filled.

If you are an established patient at one of UCSF Primary Care practices, please call your primary care first before coming to SACC. You will only receive an appointment at SACC if your primary care is unavailable.

We evaluate and treat a wide variety of medical conditions including:

- Joint and muscle pain
- Skin infections
- Abdominal pain
- Urinary tract infections, vaginitis and urethritis
- Headache
- Minor trauma
- Infections of the ears, throat, and sinuses
- Cough and bronchitis

UCSF Medical Center

As we are very busy with urgent care medical needs, we do not perform:

- **Employment or school physicals**
- **Routine general physicals**
- **Travel vaccinations**
- **Routine tuberculosis skin tests**
- **IUD or diaphragm placement**
- **Worker's compensation first visit**
- **Prescription medication refill requests**

At registration, you will be given the first available appointment slot for today. If you leave while waiting for your appointment, please be sure to return at your scheduled time. In order to serve all our patients in a timely manner, if a patient is more than 5 minutes late for their designated arrival time, we will consider them a "no-show".

Prior to being seen by one of our providers, you will be seen by a nurse. The nurse will assess your vital signs and do an initial evaluation of your chief complaint. If it is determined that any preliminary diagnostic test is needed, the nurse will coordinate with the provider to order them at this time.

As a teaching institution, we participate in a residency program. Resident/faculty physician teams deliver care to our patients at both our Parnassus and Mount Zion locations. Residents are physicians who have completed medical school and have decided to pursue further specialty training in internal medicine. You may be seen by a resident and an attending physician during your visit.

Please bring with you:

- A current list of the medications – including over-the-counter medications, vitamin supplements and herbal products - you are taking.
- Your insurance card and co-payment if required
- A deposit if you will be paying for the visit
- Photo ID

Financial Issues

Insurance coverage

Your insurer may require you to pay an annual deductible before they begin paying for your visits. You should determine from your insurer the amount of the deductible you are required to pay before proceeding with the appointment. We do not process third party claims.

For HMO Patients Only

If your regular doctor cannot see you today, and you wish to be seen in SACC, please check the following table to see if PCP referral is needed for your visit:

HMO member in:	If your PCP is...	Then...
Hill Physicians Medical Group <i>(San Francisco region only)</i>	Outside of UCSF	No referral is required
	Inside of UCSF	No referral is required
Brown & Toland Medical Group	Outside of UCSF	Referral is required

HMO patients who do not fit these criteria will be responsible for charges.

Self-pay Visits

If you are unable to obtain a referral or authorization for your appointment or you choose to pay for your visit yourself, the office staff will collect a deposit at the time of your appointment. **This is a deposit only and does not include additional fees associated with any other tests or procedures.** You will receive a separate mailed bill for the amount still owed from your visit or any other services received.

- New Patient: \$232.00 deposit
- Established Patient: \$156.00 deposit
- Non U.S. Residents \$422.00 deposit