

WELCOME

Welcome to Sun City Medical Partners (SCMP). The physicians and staff here at SCMP look forward to establishing a healthy medical relationship with you.

OFFICE HOURS: 8:00am to 12:00pm and 1:00pm to 5:00pm, Fridays close at 4:30pm

DIRECTIONS: We are located near the intersection of Bradley and McCall, next to the fire station.

PRIOR TO YOUR FIRST VISIT:

Please read, complete and bring the enclosed forms, along with your insurance card, with you for your first visit. If you do not bring the completed information, your appointment may be delayed while you fill the forms out. Plan to arrive 15 minutes before your scheduled appointment time. If available, please also bring the following:

1. Copies of any medical history and lab work
2. List of your present medications and dosage amount.

APPOINTMENTS/ CANCELLATIONS:

Please call (951) 679-2358 at least 24 hours prior to your appointment time to cancel or reschedule **to avoid a \$25 rescheduling fee.** We appreciate your courtesy in cooperating with our request.

LABORATORY RESULTS:

You will receive a call from the assistant or the doctor with your results within 5-7 days. If you have not heard from us within 2 weeks, please call for your test results.

REFERRALS:

Please allow us 24 hours to process your referral request. You will receive a call from the nurse between 7-10 working days. Once the nurse calls you, please wait 24 hours before calling the doctor's office you are being referred to for an appointment.

PHARMACY REFILLS:

Prescriptions that will need to be refilled prior to your next visit should be discussed with the doctor at the time of your appointment. Between appointments prescriptions may be refilled by having your pharmacist fax us a request to (951) 672-8599 during regular office hours. We will process your request within 24-48 hours of receiving the fax. Please make sure you request your medications at least 48 hours in advance prior to running out of them.

MESSAGES TO YOUR DOCTOR:

All calls will be answered by the end of the day unless your doctor is out of the office. Please let us know if you are calling with a physical problem that needs immediate attention.

AFTER HOURS:

A Physician is on call after hours and weekends for emergencies. Your doctor can be reached by calling the SCMP office phone number: (951) 679-2358.

COPYING OF MEDICAL RECORDS:

There is a \$15 - \$25 charge for each copy of your medical record. Please send your signed request along with cash or check, payable to Dr. Nguyen.

Thank you for choosing Sun City Medical Partners; we look forward to serving you for your medical care.