

WELCOME

We are glad you chose Family & Preventive Medical Center for your medical needs. Our physicians are specialists in family medicine, which means they have unique qualifications to work in all major medical areas and with all members of your family.

OUR MISSION

Family & Preventive Medical Center of Chula Vista is committed to being the healthcare provider of choice for residents in the Chula Vista and surrounding communities, which we serve. We promise to deliver a broad continuum of high quality, compassionate, and cost efficient care, dedicating ourselves to improving the quality of life for all men, women, and children who live and work in our community.

SERVICES

The Family & Preventive Medical Center of Chula Vista provides the following services to meet your special needs.

- Health care for adults, children, teens, and seniors
- Acute illness evaluations and treatment
- Preventive health care and well-child exams
- Pregnancy tests, and family planning
- Immunizations
- Minor surgical procedures
- Interpreter services for Spanish and Tagalog speaking patients

APPOINTMENTS

We do our best to be available to you and to keep your waiting time to a minimum. Occasionally during office hours, emergencies or patients with difficult problems may create delays. We ask that you bear with us during these times.

If you have a truly urgent problem, please call the receptionist for a same day appointment. If your problem requires a higher level of care, you will be directed to the Urgent Care Center, which is open from 8:00 a.m. to 10:00 p.m., or to the Emergency Room at Sharp Chula Vista Medical Center.

You can help us provide better care for all by arriving on time for your appointment, or calling us if you need to cancel or reschedule.

EMERGENCIES

Call 911 for acute life threatening problems. If possible, also notify our office as well at (619) 421- 4257.

AFTER HOURS CARE

If you have an urgent problem which can not wait until the office is open again, call our regular office number, 421-4257 and leave a message for the on-call physician. Your call will be promptly returned. You will be directed to an Urgent Care for moderate problems, and to the Emergency Room at Sharp Chula Vista Medical Center for serious problems. Since the Urgent Care closes at 10 pm, you will be directed to the Emergency Room for all appropriate problems after that time.

AFTER HOURS CALLS

Please do not make after hours calls for medication refills, to make appointments, or to leave routine messages. If you have caller ID, you need to temporarily disable the feature or the on-call doctor will not be able to return your call.

PRESCRIPTION REFILLS

Please call your regular pharmacy and ask them to call us for refills, at least a **week** before you are due to run out. If you are changing pharmacies, please call our office specifying the medication and the pharmacy.

Generally, maintenance medications for problems like diabetes and high blood pressure are routinely refilled, as long as the problems are under control and you are not due for a recheck. Please do not ask for refills of antibiotics or controlled substances that you may have taken in the past. A visit to the doctor is generally required to receive these.

If you feel that a medication is causing a bad side effect, discontinue taking it and call our office for advice. The doctor will review your medical record and either the doctor or the medical assistant will get back to you promptly.

LAB TESTS & RESULTS

All abnormal labs and tests results will be reported to you. We do not generally notify you of normal reports. However, if you have specific concerns or questions, please call or e-mail our office.