



## **PATIENT INFORMATION LINE (800) 585-9299**

**MAIN OFFICE LINE  
(949) 600-5100**

### **To Our Patients:**

In our continuing effort to provide the very best care possible for you, we have added a private patient information telephone service. This service will enable you to quickly access information such as laboratory test results, doctor's instructions and other important information by calling the private patient information line listed above. We have implemented new technology that will help make us more effective in providing you with timely information. Please review this information, and the user guide on the reverse side of this letter. Feel free to ask the staff if you have any questions.

**It is very important that you notify us with any changes in your address or home phone number, as this will affect our success in contacting you.**

When you have laboratory work or diagnostic testing performed in our office, your results will be called into a private mailbox on our patient information line. We will then contact you to let you know that there is a message to retrieve. You can call the patient information line at **(800) 585-9299** and follow the easy instructions to retrieve your message. The information you will be given will be very specific and you should be sure to listen to the entire message for further instructions or information regarding medication or program changes. **Please listen to the entire message to ensure you receive all the information that our staff has left for you.**

**At the end of the message, you will have three options:**

- **Press 1 to REPEAT the message**
- **Press 2 to DELETE the message**
- **Press 3 to SAVE the message**

The maximum amount of time you may save a message is two (2) days from the time you first listened to the message. At the end of two days, the message will automatically be archived and deleted from the system.

If you have any questions about using this system, you may call our main office telephone number at (949) 600-5100 during our normal business hours of 8:00am-4:30pm Mon, Wed, Thurs, and Fri, and 9:00am-4:30pm on Tues. If you have a medical question, you may be asked to leave a message with reception as to the nature of your question so that we can have your chart available when we call back.