

FAMILY PRACTICE

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Welcome to our office!

We would like to take care of you in the best way possible. Here are a few things you may need to know to allow us to serve you better:

- Patient responsibility:
 - Please remember that you are financially responsible for all services performed in this office if your insurance does not pay for the claim. It is important to bring your insurance card to every visit.
- Copayments:
 - Please be aware that any copayments are due at the time of service.
- Urgent needs:
 - We are able to accommodate urgent matters by having our patients call at 9:00 am for a same day appointment. Please be aware these appointments are on a first come first serve basis. Please try to call as close to 9:00 am as possible, so we may accommodate your needs.
 - If we are unable to schedule you for a same day appointment or you need to see a physician outside of business hours, there are Urgent Care options for you to get the care you need. Please inquire with the staff at the front desk for more information or with your insurance company.
- Medications:
 - Please request any medication from your pharmacy at least three (3) business days prior to running out of your prescription. If you use a mail order pharmacy for your medication, please submit your request two (2) weeks in advance as shipping may delay the request. In the event that you need your medication immediately, please contact the office to try to expedite your request.
- Office Email:
 - We do not have a formal office email. We do have a Patient Portal that works through your email where you can send secure messaging, check test results, and see your medical records from this office (excludes imaging results). Inquire with the front desk for more information.
- Workers' Comp./ Motor Vehicle Insurance:
 - We do not handle any Workers' Compensation cases and we do not bill claims to third party insurances (i.e. motor vehicle insurance).