CEI / CSI / LTHF

Effective 3/1/2008

Urgent – After Hours Appointment Guidelines

Urgent or emergency issues may require you to be seen on short notice. If your issue is life-threatening, you should call 911 immediately. If you believe you have an urgent or emergent issue, CEI – CSI – LTH staff are available 24 hours a day, accessible through our main office numbers. CEI – CSI – LTHF providers make every effort to accommodate your needs in our office either during regular business hours or after hours. In the event you would be better served by proceeding to an emergency facility, you will be directed to do so by one of our providers. In many instances, you may be met at the emergency facility or our providers will communicate with emergency facility staff in order to enhance your care.

In some instances, you may be asked to come to our office outside or regular clinic hours. On other occasions, our staff will provide an "overbooked appointment" during a regularly scheduled clinic, We happily do so understanding this extra effort and expense for the clinic is necessary to give you the best care possible while seeking to minimize the impact of additional patients with previously scheduled appointments.

As a result of patient requests, we are pleased to offer Saturday Clinics beginning in Summer of 2008 in our Palo Alto office. These clinics may be especially helpful for working parents, people with inflexible schedules, and those who drive a distance to see us. Saturday clinics are designed to reduce the impact obtaining medical care has on other situations in your life.

Additional revenue for services provided above and beyond usual and customary appointments is necessary for CEI – CSI – LTH to be able to provide these urgent, emergent, and after hours services. You will not be billed for this service if you have had surgery in the previous 10 days (90 days if a major procedure) or if your Monday to Friday non-standard appointment is scheduled with one of CEI or CSI's fellows. For all other situations, non standard appointments will be billed with the following surcharge in addition to the costs associated with all services received at the appointment:

99050	Appointment outside of normal office hours	
	Before open, at or after close, or during lunch	$50
99058	Urgent Disruptive Service	$50
99051	Saturday Clinic	$25

CEI billing staff will submit claims for these services on your behalf to your insurance company. Medicare will not reimburse for these services. To determine whether and how much of this charge may be reimbursed by your private insurer, you may call the customer service number on the back of your insurance card, provide them the 5 digit code starting with "9" listed above, and ask them if this code is covered and what your specific financial responsibility will be with respect to this code.

Palo Alto

Provider	**Hours**
Dr. Roberson	Tuesday 11 am to 3:20 pm Wednesday 8:30 am to 11:40 am and 1 pm to 4:20 pm
Dr. Dear	Tuesdays 8:30 am-11:40 am Alternating Wednesday 8:30am-11:40 am Thursdays and Fridays 8:30 am to 12 pm & 1 pm to 4:20 pm
Hearing Device Center	Monday to Friday, 8 am to 12 pm and 1 pm to 5 pm
Annie Vranesic	Monday/Wednesday 9am-12pm and 12:30pm-4:30pm Tuesday 2pm-4:30pm Thursday/Friday 8am-12pm and 12:30pm-3:30pm
Jennifer Eckenhoff	Monday and Friday 8am-12pm and 1pm-4pm Tuesday 1pm-5pm
Dr. Vaughan	Monday 8:50 am to 11:30am and 1 pm to 3:30 pm and Thursday 8:30 am to 11:30 am and 1 pm to 3:30 pm
Kathleen Low	Tuesday 8:30 am to 11:50 am Friday 1 pm to 3:30 pm

Santa Rosa

Provider	**Hours**
Dr. Petit	Tuesday to Thursday 8 am to 12:30 pm and 1:30 to 5 pm
Christy Cooper	Monday to Friday 8 am to 12:30 pm and 1:30 to 5 pm
Dr Vaughan	Wednesday 8:30-11:20am, 1-3:20pm
Dr. Roberson	One Monday or Friday per month, 8:30 am to 11:50 am and 1:00 pm to 3:30 pm

San Ramon

Provider	**Hours**
Dr. Stidham	Tuesday 8 to 11:20 am, Wednesday 8:00 to 11:40 am and 1:00 pm to 3:40 pm, Thursday 8 to 11:40 am, one Friday per month 8:30 to 11:30 am
Dr. Vaughan	Wednesday 8:30-11:20am, 1-3:30pm
Dr. Fong	Monday and Tuesday 1 to 4 pm, and Thursday 8 to 11:40 am and 1 to 4 pm

Flora Ting	Monday 9 to 11:40 am and 1 to 4:30 pm, Tuesday 8:30 to 11:40 am and 1 to 3:30 pm, and Thursday 8:30to 11:40 am
Melodie Griffanti	Tuesday 8:30 to 11:30 am and 12:30 to 4:00 pm, Thursday 8 am to 12 pm and 1:00 to 4:30 pm
Russell Parrish	Wednesday and Thursday 8 am to 12 pm and 1 to 4:30 pm