Dear New Patient,

Welcome, and thank you for choosing the Palo Alto Medical Foundation Fertility Physicians of Northern California for your reproductive health care needs. Our goal is to make your first visit as pleasant and informative as possible.

We understand the sensitive nature of your visit and respect your time and privacy. For these reasons, we are asking you to complete the enclosed forms and mail or fax them to us prior to your first visit. Our direct confidential fax number is (408) 355-1754. If you are unable to complete these forms prior to your visit, please bring them in completed at the time of your first visit. Additionally, please take this opportunity to sign up for My Health Online at pamf.org. This e-health service is complimentary and allows you to email your care team, check your lab results, schedule appointments and receive messages from the nurse or doctor on a secure website.

If you were seen at another facility for infertility treatment, it is very important to provide us with your records before your initial appointment. Since this can take up to four weeks, we realize that not every patient will have their medical records available by the first visit. However, the quality of your visit is enhanced when we have the ability to review the health records prior to the visit, especially when a patient has an extensive gynecological and/or medical history. This applies to male partners as well. We have enclosed an authorization for disclosure of health information to facilitate your request of records.

Enclosed, you will also find a sample letter that you can personalize and send to your medical insurance company to determine your benefits. Even if you are unsure that treatment will be necessary, it is best to be proactive and determine your fertility benefits in writing. This is especially true for pharmacy benefits, because some insurance companies contract with particular pharmacies and not all pharmacies carry fertility medications.

We encourage you to visit our website at pamf.org/fertility for new patient forms, detailed information about conception and fertility, treatment options, our medical team and a list of frequently asked questions about fertility therapy.

Finally, we will make every effort to be on schedule, but we would like to ask for your patience as our physicians are occasionally required for procedures that need to be done on short notice, which can result in the rescheduling of appointments. When this happens, we try our best to accommodate all of our patients’ schedules.

Sincerely,

Mary E. Abusief, M.D., FACOG
G. David Adamson, M.D., FRCSC, FACOG, FACS
Anthony Dobson, M.D., FACOG, Ph.D.
M. Max Ezzati, M.D.
Sunny Hee Jun, M.D., FACOG
Alex H. Kim, M.D., FACOG