



**Palo Alto Medical  
Foundation**

A Sutter Health Affiliate

Los Altos Center  
370 Distel Circle  
Los Altos, CA 94022  
650-254-5200

<http://www.pamf.org/losaltos>

<b>Dr. Orchid Ghaffari</b>	
<u>Office Hours</u>	
Monday: 8:30 a.m. – 1 p.m.	
Tuesday: 8:30 a.m. – 1 p.m.	
Wednesday: 8:30 a.m. – 4:15 p.m.	
Thursday: 8:30 a.m. -12:30 p.m.	
Friday: 8:30 a.m. – 6 p.m.	
Medical Assistant: Celeste Gonzalez	

<b>Los Altos Center</b> 370 Distel Circle, Los Altos			
Clinic Hours	Monday - Friday Saturday (limited)	7:30 a.m. - 6 p.m. 8 a.m. - 12:30 p.m.	650-254-5200
<ul style="list-style-type: none"> <li>For urgent issues, please call the clinic at 650-254-5200. We can offer telephone advice and usually a same-day appointment. We do not provide care without an appointment at the Los Altos Center, but our Palo Alto Center Urgent Care Department does. For directions and anticipated wait times, see the <a href="#">Urgent Care Web site</a>.</li> </ul>			
Radiology	Monday - Friday	8:30 a.m. - 5:15 p.m.	650-254-5259
Laboratory	Monday - Friday Saturday	7:30 a.m. - 5:30 p.m. 8 a.m. - 12 p.m.	650-254-5255

<b>Palo Alto Center</b> 795 El Camino Real, Palo Alto			
Operator			650-321-4121
Adult Urgent Care	Daily, including holidays	7 a.m. - 9 p.m. <i>Walk-in only</i>	650-853-2959
Pediatric Urgent Care	Monday - Friday Saturday, Sunday and holidays	7 a.m. - 9 p.m. 8 a.m. - 9 p.m. <i>Appointment only</i>	650-853-6558

**Los Altos Center**  
**Policies and Procedures**

**Appointments:**

- Your check-in time is 10 minutes before your scheduled appointment time.
- If you arrive after your scheduled appointment time, you may be asked to reschedule or offered a shortened visit, if time permits.
- For urgent issues, please call the clinic at 650-254-5200. We can offer telephone advice and usually a same-day appointment. We do not provide care without an appointment at the Los Altos Center, but our Palo Alto Center Urgent Care Department does. For directions and anticipated wait times, see the [Urgent Care Web site](#).

**Prescription Renewals:**

- Contact your pharmacy first, even if you have no refills.
- We do not process prescription requests on the weekend.
- Prescription renewals are usually addressed within two to three business days.
- Please allow at least one week for refills of medications that can cause dependency as these require a more complicated prescription renewal process than other medications. Medications that can cause dependency include tranquilizers, sleep aids, pain killers and drugs that control Attention Deficit Disorder symptoms. Only your primary care physician should refill these prescriptions.

**Forms:**

- Please allow one week for completion of forms. A nominal fee may apply. In certain circumstances, evaluation by a doctor may be necessary.

**Laboratory Test Results:**

- Laboratory test results can take up to two weeks, although in many cases results are available sooner.
- PAMFOnline patients will receive their results promptly via a secure e-mail, with some exceptions. In all other cases, we will inform patients about their lab results by calling or sending a letter. If you have not received your test results within two weeks, please call.

**After Hours Care:**

- For children, please contact the 24-hour advice nurse at 650-254-5200.
- For adults, please go to [the Palo Alto Center's Urgent Care Department](#) or the nearest emergency room.
- A physician is always on-call, and our operators can connect you to him or her when you call. However, please reserve your calls for **emergencies** only. Routine issues such as medication refills and appointment requests should be handled during normal business hours.

**Our Hospital Affiliation:**

- Our primary hospital affiliation is with Stanford Hospital and Lucile Packard Children's Hospital. If you are admitted to either of these institutions, our "hospitalist physicians" (special PAMF doctors who work just at these hospitals) will care for you and communicate regularly with your primary care doctor. These doctors can provide better continuity of care because they have access to your electronic health records.
- In the event of an emergency, please proceed to the nearest hospital emergency room regardless of hospital affiliation.