



**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>

Dr. Cindy Hsu	
<u>Office Hours</u>	
Monday:	8:50 a.m. – 4:30 p.m.
Tuesday:	8:50 a.m. – 4:30 p.m.
Wednesday:	DAY OFF
Thursday:	8:50 a.m. – 4:30 p.m.
Friday:	8:50 a.m. – 4:30 p.m.
Medical Assistant: Arpita Patel	

Los Altos Center			
Clinic Hours	Monday - Friday Saturday (limited)	7:30 a.m. – 6 p.m. 8 a.m. – 12:30 pm	650-254-5200
<ul style="list-style-type: none"> For urgent issues, please call. We can offer telephone advice and usually a same-day appointment. Please do not walk-in to be seen without a scheduled appointment time. 			
Radiology	Monday - Friday	8:30 a.m. – 5:15 pm	650-254-5259
Laboratory	Monday - Friday Saturday	7:30 a.m. – 5:30 pm 8 a.m. – 12 p.m.	650-254-5255

Palo Alto Medical Clinic			
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 Sat, Sun, 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.
- If you arrive after your scheduled appointment time, you may be asked to reschedule. If time permits, you may be offered a shortened visit.
- For urgent issues, please call the clinic. We can offer telephone advice and usually a same-day appointment. Please do not walk-in to be seen without a scheduled appointment time.

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 2-3 business days.
- Please allow at least one week for refills of medications that can cause dependency (such as tranquilizers, sleep aids, pain killers and medications used to treat Attention Deficit Disorder). These should be refilled by your primary physician only, and extra time may be needed since they require a more complicated process than other medications.

Forms:

- Please allow 1 week for completion of forms. A nominal fee may apply. In certain circumstances, evaluation by the doctor may be necessary.

Lab Results:

- Lab results can take up to 2 weeks to be received, although in many cases they are available sooner.
- PAMF Online patients will receive their results promptly via secured e-mail, with some exceptions. Otherwise notification of lab results will be communicated via telephone or letter. If you have not received your test results within 2 weeks, please call.

After hours:

- For children, please contact the 24-hour Advice Nurse at 650-254-5200.
- For adults, please go to Palo Alto Urgent Care or the Emergency Department if you wish to be seen.
- A physician is always on-call via operator but please reserve your calls for **emergencies** only. Routine issues should be handled during normal business hours (including medication refills & appointment requests).

Hospital Affiliation:

- Our primary hospital affiliation is Stanford & Lucile Packard Children's Hospital. In the event of a hospital stay at these hospitals, our Hospitalist physicians will care for you and communicate with your primary care physician regularly. These physicians have access to your clinic records in order to provide better continuity of care. However, in the event of an emergency, please proceed to the Emergency Room nearest you.