



## Kumar Desai, MD

Gastroenterology & Hepatology  
& Advanced Therapeutic Endoscopy

Dear Valued Patient,

We are very pleased you have chosen us to care for your medical needs. Our office hours are Monday through Thursday, 9 am – 5 pm. Friday, 9 am – 3pm. Closed for lunch between 12:00pm – 1:00pm. We are closed major Holidays. Our phone number is 805-449-4278.

Patients are routinely seen by appointment, so please call ahead to schedule your visit. This will allow us to prepare for your arrival so your visit will proceed smoothly. A physician is on-call through an answering service for emergencies after hours and on weekends. For emergencies call 911.

As a courtesy, we will bill your insurance at the time of your visit. **If you are covered by an insurance company with a copayment, we will expect your payment when you are seen in the office. We accept Visa, Master Card, cash and checks.** We will also ask for your insurance card and photo identification at each visit. We have found that insurance information can rapidly change, so having a current updated copy of your insurance card will provide us with the most accurate billing information. After your insurance has been paid, you will receive a bill for your portion due. Bills are due and payable upon receipt.

When you are scheduled for a physical exam, please bring any information that will assist in maximizing your care (imaging and labs). If you are unable to keep your appointment, please contact our office 24 hours in advance. To maintain availability for all patients, a “No Show” policy has been implemented. In the event of 3 or more appointment cancellations in any given year you may be dismissed from the office. For GI medication refills please contact your pharmacy and allow 72 hours for the refill authorization. All non-GI medications should be refilled by your primary care provider. Please plan ahead for refill needs as the weekend/on-call providers will not authorize refills. If you are taking a medication that requires a written prescription, please call our office and allow 72 hours for processing. Non-urgent phone calls will be answered by the physician and delivered by our office staff within 1-2 business days. Please call 911 for all medical emergencies. If you have a form request, the fee is required in advance; please allow 5 to 7 business days for us to assist you in this service. Feel free to ask any questions you may have regarding your health care when visiting our office.

Once again, we are please you have chosen us to care for you and your family. We look forward to seeing you.

Kumar Desai, MD