

ELIZABETH SALADA, M.D

A MEDICAL CORPORATION

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Patient Information Update

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Thank you for being part of our practice! Here are a few tips to help you understand the process of how our office helps care for you and so that we may better serve you. We want to partner with you to bring you the best health care possible!!

REFERRALS/ TEST ORDERING:

HMO Insurance- This applies to those who have your provider's name on the card. If your referral is routine or non-urgent, it may take up to two weeks for your referral to be processed. You should expect to receive your referral in the mail, so please make sure we have your current address when you check-in or speak with your provider during your telephone appointment. If you haven't received your referral by that time, please send us a message via follow my health patient portal if possible. Otherwise, please give us a call for an update. If you were told by your provider your referral is URGENT, please give us 2-3 business days to get an approval processed. Once approved, we will reach out to you with the referral information. If you have not heard from us within 2-3 business days about your referral, please call our office.

PPO Insurance- If the referral is routine, the specialist or radiology center should call you within one-two weeks to set up an appointment. If you have not heard from either the specialist or radiology within two weeks, please call them first before reaching out to us.

If you were told by your provider your referral is URGENT, please give us 2-3 business days to get documents processed. We will be calling you once we have approval of the referral to let you know you are clear to make your appointments.

MEDICATION REFILLS:

Existing Medications- Please call your pharmacy first and ask them to send us an electronic request. Note that we do not always receive the request in a timely manner, so we advise you to check back with your pharmacy and then us after 2-3 business days. PLEASE DO NOT wait until you are out of your medications before you notify your pharmacy, especially if it is a weekend or it's a controlled medication. If we have not seen you within the past 6 months, an appointment may be needed for you to get refills on your medications.

New Medications- These may take up to 24 hours to be sent into your pharmacy. Antibiotics are typically ready within 4-5 hours of your appointment. If you need something immediately, and you have an appointment, we can give you a handwritten prescription.

APPOINTMENTS AND TEST RESULTS:

Please try to set up a follow-up appointment after each visit. If you are not sure when you are supposed to come back for your follow-up, please ask your provider. We prefer tests to be done 1-2 weeks PRIOR to your next visit so that we can review your tests and labs during your appointment. We prefer it this way, whenever possible, in order to get all your questions answered and to make sure that you understand your results. We do not ever want to leave you wondering about your results, so please make sure you set up an appointment soon after you have had tests done so that we may best serve your needs and care for your health.



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