

Specifically designed as a small practice committed to personalized, quality care, at LASCMA we remain dedicated to working with clients in a setting where quality (& not quantity) is the goal.

At LASCMA, we place a high value on trust, compassion and respect. We are honored you have chosen us to manage your healthcare. We welcome any question or suggestion you may have and look forward to working with you as a client and member of the LASCMA family!

#### **PRIMARY STAFF–HOLLYWOOD OFFICE**

- Michael Sampson, MD (Physician)
- Marlene Nocente, (Managing Director)
- Emilie Jacobs (Admin & Research Associate)
- Charles Capriel (Medical Assistant)
- Anna Gleaves, Medrium Inc. (Billing Services)

#### **PRIMARY HOSPITAL AFFILIATIONS**

- Providence-St. Joseph, Burbank, CA
- Hollywood Presbyterian, L.A., CA
- Cedars-Sinai, L.A., CA

#### **MEDICAL SERVICES**

LASCMA providers & medical affiliates are board certified physicians who provide an array of primary care & specialty services. We offer diagnostic electro-cardiograms (EKG's), spirometry (PFT's) as well as cryo-therapeutic treatments of benign skin lesions including moles, mulluscum as well as common (body) & genital warts. In addition to nebulizer inhalation therapies, we provide several other diagnostic & treatment modalities directly in the office.

Specialty care in HIV Medicine / Infectious Disease as well as Pain Management, Hematology / Oncology & Rehabilitation Medicine is provided by fully credentialed staff & affiliated physicians located directly on-site in the Doctors Tower. Special interest

programs in Men's Health, Travelers' Health as well as Gay & Lesbian Health are managed by physicians with additional training & experience in the respective fields. Please ask the front desk as to Dr. Sampson's or any affiliated physician's availability to accept new clients to his/her practice.

#### **APPOINTMENT HOURS**

Mondays\*: 10am – 1pm\*\*; 2PM – 7PM  
 Tuesdays\*: 10AM – 1PM\*\*, 2PM – 7PM  
 Thursdays\*: 10am – 1pm\*\*; 4PM– 9PM\*\*\*  
 Fridays\*: 10AM – 1PM\*\*; 2PM – 7PM

\*Administration & reception desks are open daily 10AM - 6PM, closed for lunch 1–2PM. Emergencies are handled 24hrs per day by the physician on-call.

\*\*patient care appointments are made based on the availability of scheduled clinical research, out-patient procedure and blood-draw appointments.

\*\*\*Extended patient-care hrs on Thursday evenings will be continued through 2006.

#### **REFERRALS**

As your primary-care provider, we will assist you in coordinating your medical care. Please consult us about any health-related question you may have. In that way, we can recommend any necessary medical treatment &/or follow-up care.

If you have been referred to us for specialty care by another physician, please be sure to have prior-authorization (if required by your insurance) for the scheduled consultation.

Please note: you do not need prior authorization for prenatal care, gynecologic exams & annual ophthalmologic eye exams (if you have diabetes). Depending on your insurance, however, your choice may be limited to a group of contracted providers.

#### **OFFICE VISITS & URGENT-CARE**

If you are a new patient, please bring a current list of medications with you at your first visit. As office policy dictates that we do not accept walk-ins, please remember to always call ahead of time to schedule an appointment. Similarly, if you have a need which requires same-day medical attention, always call! We understand such situations may arise & in most cases, will readily accommodate your request.

#### **TELEPHONE CALLS**

We encourage you to call us if you have any questions or concerns. Please note that calls considered “non-urgent” will be returned within one business day.

#### **APPOINTMENT CANCELLATIONS**

Cancellations or changes must be made at least 24 hours prior to your scheduled appointment in order to avoid a \$30 administrative fee.

#### **PRESCRIPTION REFILLS**

Please ask your pharmacist to fax requests for prescription refills at least 5 days prior to the completion of chronically used medications. You may also call us directly but please do not wait until the last day of available medication to call the office.

#### **TEST RESULTS**

It is our policy to confirm follow-up visits for all patients who have had tests ordered. Under no circumstances will test results be given over the phone as this violates federal guidelines that safeguard the confidentiality of patients' medical information. One option, however, to scheduling an office visit is to request an on-line consult through LASCMA's account on the Medem Network at [www.lascma.medem.com](http://www.lascma.medem.com). Registration is free, but a \$30 charge does apply for all non-urgent medical questions or requests for test results (...in lieu of the standard co-pay and the need to return for an

office visit.) Keep in mind, you may still be encouraged to schedule a follow-up exam with your doctor.

### PAYMENT POLICY

LASCMA's Client Financial Policy, a document which outlines each client's responsibility as a healthcare consumer at LASCMA, is available on-line at [www.lascma.com/forms.html](http://www.lascma.com/forms.html). The latest published edition also includes updated policies with regards to payment options, monthly statements & other financial issues.

As required by health plans, we will collect all co-pays & deductibles at the time of service. It is important that you submit your most current health insurance information prior to your visit so that we can accurately determine the amount for which you will be responsible.

For your convenience, we accept cash, checks & credit cards (Visa, MasterCard & Discover.) Clients may use credit cards to pay any balance, office visit co-pay or uncovered procedure charge and with no restriction on the minimal amount submitted. Available both on-line and in the office, a \$1.50 surcharge does apply to credit card transactions. Be assured that all on-line transactions are safe & secure, involving the use of the latest in SSL encryption technologies.

### WEB-BASED & ON-LINE SERVICES

At this time, clients can quickly complete various medical & insurance up-date forms by using any computer with an internet connection. Links to a variety of office forms can be found in the "FORMS" section of our website at <http://www.lascma.com>. Again, all forms are transmitted to our database using an industry standard, SSL encrypted server.

As these & other web-based services are investments made for the benefit of our clients, we strongly encourage you to use them at your own convenience. We especially encourage new clients to complete the necessary medical & insurance forms on-line and before the first visit. In that way,

we are able to review pertinent information BEFORE the actual visit, allowing us more time to focus on what's really important -- your health!

Sites which mandate the highest level of security (for example, allowing clients the ability to review and print a copy of recent lab results or x-ray findings) will require individual usernames & passwords for access. As just one example demonstrating the impact of internet technologies on healthcare delivery in the new millennium, LASCMA remains committed to such new ventures which we feel will be of enormous benefit in how we communicate and administer healthcare to an active & busy clientele.

### URGENT-CARE & EMERGENCIES

If you have an urgent medical problem, please call the office to request a same or next day urgent-care appointment. If it's after-hours and you need to speak to a physician immediately, please call the office & **follow the automated instructions carefully before leaving your message.** In that way, the covering physician should receive and respond to your urgent message within 15 minutes.

**IF YOU THINK YOU MAY BE HAVING  
A MEDICAL EMERGENCY,  
CALL 9-1-1  
OR GO TO THE NEAREST EMERGENCY ROOM.**

### CLINICAL RESEARCH PROGRAM

LASCMA operates an active clinical research program. Included are studies that involve new antiretroviral and combination agents for HIV infection. Others involve new bio-molecular technologies & epidemiologic analyses of collected data to better understand the natural history of HIV infection in the era of HAART. For more information, please call 213-413-300 ext4147 & speak with Emilie Jacobs, supervisor for clinical research at LASCMA.

Again, welcome to the LASCMA family. We look forward to a long & rewarding partnership as we work with you towards achieving your "personal best" in health & wellness.

*On behalf of  
Michael Sampson, MD,  
staff & affiliated physicians...*

**Welcome to  
Los Angeles Special Care  
Medical Associates**



### LASCMA - HOLLYWOOD

**1300 N. Vermont  
Suite 805, Doctors Tower  
Los Angeles, CA 90027**

**(main phone) 323-953-2956  
(main fax) 323-913-2588**

**(administration) 310-854-0235  
(research) 213-413-3000 x4147**

*Visit our full-service  
web-site at:*

**[www.LASCMA.com](http://www.LASCMA.com)**