



Priority Care Program

A GUIDE TO OUR PRACTICE

AFTER HOURS CARE – holidays, weekends, evenings after 5pm

1. IF YOU ARE HAVING AN EMERGENCY, CALL 911 IMMEDIATELY.
2. If your issue is not an emergency but you need to speak to someone for assistance before the Center is open again, please call our office at 707-442-0478. Your call will be forwarded to the answering service who will be able to reach a provider for you to talk to.
3. Our normal business hours are Monday through Friday, 8 am to 5 pm. WE CLOSE FOR LUNCH FROM 12-1pm daily.

COVID-19 Update:

We are OPEN and seeing patients during COVID, many via televisits by phone; let us know if you prefer this instead of an in person visit. If you are ill, please call us so we can determine best way to assess you. If you are scheduled to come in, please call 707-382-4222 when you arrive and we will verify your address, insurance and accept your copay via credit card, all via the phone. We will room you direct from your car.

Flu shots – please call our office and we can schedule you for a flu shot, you will not need to leave your car.

PRESCRIPTION REFILLS

Please CALL YOUR PHARMACY to request refills of routine medications. The pharmacy will then transmit a refill request to us electronically. Your safety is important to us so we do not accept faxed refill requests from pharmacies, Please allow 72 hours for your refill to be processed once you have called the pharmacy.

Please bring your medication bottles with you to your visits.

STATE DISABILITY FORMS

During your ongoing treatment, **short** term disability (2-4 weeks) may sometimes be necessary. (recovery from surgery, etc.) Our office is able to complete these forms for you; it will require an office visit and takes approx. 5-7 days to process the forms. Our office is **not able to do permanent disability evaluations** except in cases of patients who are on dialysis or have terminal disease.

FMLA forms can be completed by your provider and we will need 5-7 days to complete these.

LABWORK, IMAGING, OTHER TESTS

When our office sends you for lab tests, radiology, sleep studies, etc, these charges will be billed separately by each entity.

TEAMWORK

The team at Priority Care Center (PCC) works together and we consider you to be part of our team. We appreciate any feedback you have for us. Our team members include primary care providers, behavioral health provider, medical assistants, care coordinators and wellness coaches.