



Arthritis and Osteoporosis Medical Center

Welcome to the Arthritis and Osteoporosis Medical Center. We truly appreciate that you have chosen our office for your rheumatologic care. We are all looking forward to meeting you as a new patient.

Our rheumatology practice specializes in the care of autoimmune diseases such as Rheumatoid Arthritis, Lupus and Vasculitis. We also treat Osteoarthritis, Osteoporosis and other musculoskeletal disorders such as Fibromyalgia, Tendonitis and Bursitis.

We utilize a team approach and have eight Physicians Assistants, Freddy Chan, R. J. Chang, Blanca Mora, Joanna Tran, Lily Liu, Shelly Hsieh, Vina Nguyen, and Michael Luong, as well as Registered Nurses and Medical Assistants. Our physicians and staff are fluent in Spanish, Mandarin, Cantonese, and Vietnamese.

For your first visit, we kindly request that you bring any pertinent past medical information, your most recent test results from your primary care physician (or have them fax your records to us) and all medications you are taking. (Actual medication bottles please).

Our primary focus is to make your treatment and experience in our practice pleasant and comfortable. Please help us to do so in the most positive way by reviewing our office policies below.

Thank you for trusting us with your health care and personal information, we appreciate the opportunity you are giving us and hope to meet your expectations. You can also learn more about our office by visiting our website www.Aomed.org.

Sincerely yours.

Gerald Y. Ho

OFFICE POLICIES

Please review and sign.

Kindly give us 24 hours' notice if you are unable to keep your appointment. New patient appointments will no longer be scheduled if you have scheduled and missed 3 appointments.

At the time of your first visit, please provide us with your ID and insurance card. Please make sure you keep your contact and insurance information updated with our office. It is important that we are able to reach you, and that we have current insurance information to avoid lapses in care and unwanted charges.

Please ensure that you have laboratory tests done at facilities contracted with your insurance, to avoid incurring in charges; please ask our staff for assistance.

Copays are due at the time of service; we accept cash, checks and credit cards. We ask that you keep receipts in case of discrepancies

If you need your medical records copied, please sign a release for records form and allow 7 to 10 business days for completion. There is a \$25 processing fee that is collected by Datalink, (the company that copies our records). There is no processing fee if records are sent to another provider for care coordination.

Please allow 7 to 10 business days for forms or letters physicians have to complete. Disability forms are not filled out until a new patient has been seen a minimum of 3 times. There are fees associated with forms and letters (Disability forms are \$25, DMV and Jury Duty excuse forms are \$10) All others please check with our staff. (Letter charges are by page)

In order to facilitate communications with our office, you may sign up for our secure patient portal. If an invitation was not e-mailed to you when you made your appointment, please ask our staff to send you one. You can view summaries of your doctors notes, securely send us personal or insurance information updates, send messages with questions for your doctor or staff, request appointments and prescription refills, lab results, etc., and you can also send us documents as attachments.

Patients signature: _____ Date: _____

Gerald Y. Ho, M.D., Justin Wu, D.O. Melissa Wang M.D.

Freddy Chan, P.A., Ruey-Jen Chang, P.A., Blanca L. Mora, P.A., Joanna Tran, P.A. Lily Liu, P.A., Shelly Hsieh, P.A.,
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