



What You Can Expect

Please Read

Our method of communication is by mail, telephone, or the internet. For your convenience, you may contact us online at www.chwbonline.com

- 1) Know your **Medical Insurance Benefits** such as co-pays, deductibles and coverage for labs and tests. CHWB will order tests believed to be necessary for evaluation or treatment, but it is up to you to know what is covered.
- 2) Be sure to get your **Drug Formulary List** from your insurance carrier in order to save you money on prescriptions. Bring this with you to your office visits.
- 3) Please contact your pharmacy **directly** for any Prescription Refills and allow a minimum of 72 hours to process. **Note that if a request is made on Friday, it may not be approved until the next week.** Contact your pharmacy before going, just to be sure your prescription is ready for pick up. For Mail Order Prescriptions, you can either mail the original prescription or have your pharmacy fax us for a refill. Our fax # is 619-794-0260.
- 4) If you have a follow-up appointment already scheduled for **Review of Labs** or other diagnostic tests, **don't call us regarding those results.** They will be reviewed at your visit. If you don't have an appointment scheduled you can expect to hear from us in about **5 Business Days** either by phone or by mail.
- 5) Please make certain you are familiar with our Message Link Service. All messages from our office which contain any private health information will be left on this voice message service. Please ask our front office staff to provide you with more information regarding this service.