

West Hollywood Medical Group

Dear Patient

The name of the practice is now ***West Hollywood Medical Group, Inc.***

An update to how to reach us:

Phone	310 894 6358
SMS	310 894 6358
Fax	888 205 8591
Email	WehoMedicalGroup@gmail.com
Web	WestHollywoodMedicalGroup.com

The modern day practice of Medicine is routinely performed via email and our custom is to bill for internal and external email communications as well as text messages if they are the equivalent of an email. We find that patients, insurance companies, pharmacies, and medical facilities use emails and texts, as such methods often constitute a more effective and documented means of communicating than telephonic and/or in-person conferences.

It is always best to email. We check it first and get back to you first, so whenever you can, go for email. It is also convenient, as you don't have to worry about timing your communication to when we are in the office. You can set appointments, ask questions, receive your labs, and generally get responses quite quickly this way.

Be aware that many Internet professional services, including prior authorizations, extensive emailing and records transfers, Rx ordering, laboratory result reviews and others are billable to your insurance company under specific guidelines below. For your reference, the CPT code (billing code) is 99444.

That code states:

"Online evaluation and management service provided by a physician to an established patient, guardian, or health care provider not originating from a related E/M service provided within the previous 7 days, using the Internet or similar electronic communications network."

As with all professional services, you may become personally responsible for these charges if your insurance company does not pay. Please realize that often these procedures are quite time consuming.

SMS. Also kind of fast way to get what you need. Don't hesitate to SMS at the same number 310.894.6358

We save all messages, emails, Rxs, voice mails, labs, reports, consult reports, etc to your electronic chart so it is always accessible to assist you in your needs. This EMR is completely safe and secure and meets all the standards of regulatory bodies - and actually exceeds those standards.

Refresher on Rxs:

The web site for West Hollywood Medical Group is
www.WestHollywoodMedicalGroup.com

So:

When your Rx is new or not refillable, please go to the form section of www.RenaissanceMedicalGroup.com and click on the Refill request line. This will take you to a new page and you can fill in the needed info. Most important of course is your name and the fax number of your pharmacy. Please remember to put in the strength of the medicine you are taking and how often you take it. We are quite interested in keeping in contact about how you are taking the medicine, not how the pharmacy orders it for you. Therefore, no third parties means less errors and more clear communication. It also is convenient and saves long time on the phone trying to get a pharmacist so you can refill something that may have run out. It works so far with the occasional glitch, but it does work well. You may want to send an email to WehoMedicalGroup@gmail.com when you fill out the Rx form and we will watch for it to come. Just in case.

Once you fill out the form, it comes to us and we check it over and compare it to your chart med list, then send it on to your pharmacy. We will email you a copy of your Rx when we send it to the pharmacy. It is prudent to take it with you when you pick up your Rx as you just never know.

You may occasionally see a copy of your RX sent to the pharmacy using "Escripts". This is a safe electronic means that we sometimes utilize. Nonetheless, you still will receive a copy of your Rx, and you should still go on line for renewals.

James T Lee, DO, AAHIVS

*8733 Beverly Boulevard, Suite 203, West Hollywood CA 90048-1827
text/phone: 310.894.6358 fax: 888.205.8591
www.WestHollywoodMedicalGroup.com
Email WehoMedicalGroup@gmail.com*

