Frequently Asked Questions – Access to Care and Privacy at UCSF Medical Center

Access

Q: How long will I need to wait for an appointment with a primary care provider?

Improving patient access to primary and specialty care has been a priority for UCSF over the last couple of years. Significant improvements to access to primary care have been achieved with the addition of many new clinical providers and with the opening of UCSF Primary Care. Patients of all ages can now get same day or next day appointments with their own PCP for acute illnesses and routine wellness visits.

Q: How easy is it to see a specialist at UCSF?

UCSF specialists have committed to accommodating referrals from UCSF primary care physicians within 72 hours for urgent referrals and within 14 days for routine consultations. Eight medical specialties are piloting eConsultations from UCSF primary care providers for those questions or problems that don’t necessarily require a visit to the specialists. The response time for these consultations is expected within 72 hours.

Q: I’m interested in my options for OB care at UCSF. How can I get more information on providers and services?

UCSF faculty physicians and midwives provide the full spectrum of prenatal care from routine to high-risk at four office sites in San Francisco and Daly City. The Obstetrics Practice Navigator can help you with questions and can be reached at 415-885-3658. If you are currently pregnant and want to consider transferring care to one of our UCSF providers, the Navigator can help you consider the options available to you. More information can be found at http://www.ucsfhealth.org/clinics/womens_health_center/

Q: I’m interested in my options for GYN care at UCSF. How can I get more information on providers and services?

The UCSF Faculty Obstetrics and Gynecology practice offers comprehensive gynecological services provided by faculty physicians and their nurse practitioner colleagues. They provide a full range of services and place particular value on tailoring care to each woman’s specific health needs at three office sites in San Francisco and Daly City. More information can be found at http://www.ucsfhealth.org/clinics/womens_health_center/

Q: Am I able to see a provider on time for a scheduled appointment? I’m concerned that I will need to wait a long time and I have a busy schedule?

UCSF clinics have worked hard to improve their on-time performance and to better communicate when there will be delays.

Q: Where can I find information on the background and experience of the UCSF Medical Group providers currently accepting new patients?

Detailed information can be found at http://www.ucsfhealth.org/clinics/primary_care/.
Q: If I have an urgent medical need, will I be able to see my provider or are there urgent care clinics?

Many primary care clinics have same day access for urgent and sometimes even routine needs with your own primary care provider. If the clinic doesn’t have access, you may be referred to UCSF’s adult urgent care clinic, SACC, located at 400 Parnassus. SACC is fully integrated with your provider and their clinic via the electronic health record.

Q: If my child has an urgent medical need, how will they receive care?

All our clinics serving children have same day appointments for urgent and sometimes even routine needs. In addition, you will have access to the pediatric urgent care located on the Parnassus campus after hours, on weekends, and holidays. We offer free 24 hours advice for pediatric patients in our clinics serving children.

Q: What are my options for communicating with primary care providers at UCSF? Are there any electronic options?

UCSF offers MyChart as an online resource for routine health care needs. Through MyChart you can message your provider, refill medications, check lab results, request an appointment or referral, and view some electronic health information. If you have a smart phone there is a MyChart app, allowing access when you are away from your computer. More information on UCSF MyChart can be found here.

Q: If I don’t want to receive my primary care in a practice with trainees, what are my options?

At UCSF we are proud to train the doctors, nurses and other health care workers of the future. We understand that employees occasionally prefer to not have trainees involved in their routine care. While residents and fellows are an important component of hospital care, in many of our primary care practices you can select a faculty provider as your primary care provider.

If you select a faculty primary care provider from UCSF Primary Care at Laurel Heights, Lakeshore Family Medicine, or the UCSF Pediatric Primary Care Clinics, all of your routine preventive visits are scheduled with that provider unless you request otherwise.

Q: If I choose to stay with my PCP in Brown & Toland medical group (BTMG), will I be able to get a referral to a UCSF specialist?

In general, members are usually referred to a specialist within their medical group. However, UCSF Medical Group pediatric specialists and OB specialists are considered in network for Brown & Toland members. You may also be referred to another specialist at UCSF if BTMG authorizes the out of network referral.

Privacy

Q: Because I work at UCSF, I’m concerned about my privacy and who may have access to my medical records. How will my confidentiality be protected?

UCSF has implemented a new electronic health record, which is called APeX. It is HIPAA compliant to protect the confidentiality for all patients. This system also has role based functions to limit the information for certain work purposes only.

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Q: I’m concerned that my employer and/or colleagues will have access to my medical records and learn things about a medical condition I may have, but have not disclosed to my supervisor or co-workers. What protections are in place to prevent this?

In addition to the system controls of the new APeX system, all UCSF Medical Center workforce members sign a “Confidentiality Statement” to attest that they will only access the minimum necessary information to perform their jobs.