



# A Visit to a Doctor

Going to the doctor's office with no insurance is rarely enjoyable because of the wait, the attitude of the reception and nursing staff, or not knowing how much the service will cost; that is, unless you have insurance and only a co-pay or deductible is required. Wouldn't it be

nice to be treated like a friend who came for a visit instead of another patient? How about a friendly greeting and welcoming smile? That would make you feel appreciated, right?

Imagine:

You call a doctor's office. You are told that you can make an appointment or come-in and be seen the same day. You go to the clinic that afternoon. You arrive and find the waiting room clean and pleasant. The receptionist stops what she is doing, greets you with a smile and says "good afternoon, can I help you?" You explain why you are there. She gives you papers to complete and says, "If you have any problem with the forms let me know."

You return your completed forms to the receptionist. She thanks you and asks you to have a seat. After fifteen minutes, or so, you are called. A medical assistant greets you, escorts you to a room, takes your vital signs, and asks more specific questions about why you came to the clinic. She has a pleasant attitude and smiles. She escorts you to an examination room to wait for the doctor.

Your doctor arrives and introduces herself. She asks about your health history and asks for more

details about your medical condition. She listens to you. She asks more questions to understand your problem and examines you. She leaves the room. After a few minutes, the doctor returns. She says that to make a diagnosis she recommends laboratory tests. The doctor explains what she feels is wrong with you, answers your questions, and then leaves the room. A short time later the medical assistant enters.

You ask about costs! The medical assistant tells you the names of the tests and their cost. She asks you if you want the tests that day. You might tell her that you do not have the money. She lets you know that you can come back another day for the tests. She suggests that you make an appointment before you leave the clinic. The medical assistant hands you the paper with the tests and costs written on it. Or, you might tell her you want the tests done. She escorts you to the receptionist make a follow-up appointment, or, to pay for the tests while she completes the laboratory requisition. You remember you have another question. The medical assistant answers it, or, contacts the doctor to give you an answer. You are directed to the laboratory!

As you leave, you are thanked for coming to the clinic and bid a good day. You notice that you have been at the clinic less than an hour. You are the most important person there!

The Pacific Family Health Clinic is your Clinic of choice for a pleasant doctor's visit. The staff is right! The care is right! The clinic is right! The prices are right! Go to the Pacific Family Health Clinic, 2683 Pacific Avenue, Long Beach, CA 90806, or, call 562-997-2350 for an appointment. The Clinic's services and prices are on-line at [www.phlb.org](http://www.phlb.org) (See the "Pacific Family Clinic" tab).

