



Dear New Patient,

Welcome and thank you for choosing the Palo Alto Medical Foundation (PAMF) for your reproductive health care needs. Our goal is to make your first visit as pleasant and informative as possible.

We understand the sensitive nature of your visit and respect your privacy. For these reasons, we are asking you to **complete the enclosed questionnaire and mail or fax it to us prior to your first visit**. Our direct confidential fax number is 650-853-2237. If you are unable to complete this form prior to your visit, please bring it in **completed** at the time of your first visit. Additionally, if you are not a PAMFOnline member, please take this opportunity to sign up. This e-health service is complimentary and allows you to check your lab results, schedule appointments and receive messages from the nurse or doctor on a secure Web site. The premium service, which is available for a \$60 annual fee, allows you to also e-mail your providers directly. An application for PAMFOnline is enclosed.

Enclosed, you will also find a sample letter that you can personalize and send to your medical insurance company to determine your benefits. Even if you are unsure that treatment will be necessary, it is best to be proactive and determine your fertility benefits in writing. This is especially true for pharmacy benefits because some insurance companies contract with particular pharmacies and not all pharmacies carry fertility medications. Please refer to the enclosed notice regarding our payment policy.

Also, **if you were seen at another facility** for infertility treatment, it is very important to provide us with your records before your initial appointment. Since this can take up to four weeks, we realize that not every patient will have their medical records available by the first visit. However, the quality of one's visit is enhanced when we have the ability to review the health records prior to the visit, especially when a patient has an extensive gynecological and/or medical history. This is also true of the male partner.

We would also like to ask for your patience as Dr. Swiersz and Dr. Tazuke are occasionally required to perform surgeries and procedures that need to be done with little or short notice, which can result in the rescheduling of appointments. We try our best to accommodate all our patients to the best of our ability when this happens.

We encourage you to visit our Web site at www.pamf.org/fertility for detailed information about conception and fertility, treatment options, our medical team, and a list of frequently asked questions about fertility therapy.

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