

**Who is Sutter Pacific Medical Foundation?**

Sutter Pacific Medical Foundation (SPMF) is one of the most respected health care institutions in the country. Year after year, it has been consistently ranked among the best medical groups by health plans in independent surveys for quality of care and patient satisfaction. To learn more about SPMF, please visit [sutterpacific.org](http://sutterpacific.org).

**Why did you join Sutter West Bay Medical Group?**

I firmly believe that joining SWBMG will increase my ability to provide you with the high-quality care you expect and deserve from me. SWBMG will manage all the business aspects of my practice, allowing me to concentrate on providing the best possible patient care.

**As a patient, what changes will I see?**

You will continue to receive the same level of personalized, compassionate care you have always enjoyed. I am also excited to bring some of SPMF's technological advances to you, because they allow you to be more involved in your health care. SPMF uses a secure electronic health records (EHR) system that allows physicians and clinical staff to access your medical history and lab results more efficiently than paper charts and smoothly coordinate your care. The EHR system also includes online patient services called My Health Online. With My Health Online you can securely view key components of your records online, schedule appointments, request prescription renewals, access test results, communicate electronically with your physician and more. We can help you enroll in this convenient service once I am part of SPMF.

**I am in the middle of a course of treatment. Do I need to arrange for continuity of care?**

If you are currently undergoing a course of treatment and your insurance plan is not contracted with SPMF, you should pre-arrange for "continuity of care" as soon as possible. Continuity of care allows eligible members in a course of treatment to continue with out-of-network providers until the course of treatment is complete or until it is safe to transition the member to an in-network provider. Your doctor's office can help you with documentation, but the patient must initiate the request. Please call the customer service number on your insurance identification card to arrange for continuity of care.

**Does SPMF accept my insurance plan?**

SPMF contracts with most insurance companies, including managed care plans (HMOs), and cares for Medicare and self-pay patients. To find out if SPMF participates with your specific insurance plan, please contact your health plan directly. You can also review a full list of SPMF participating health plans on our website. Please visit <https://www.sutterhealth.org/health-plan>, scroll down to **Sutter Pacific Medical Foundation** and click on **Sutter West Bay Medical Group – Accepted Health Plans**. You can also call (415) 600-0140 between 8am and 6pm.

**Is SPMF an insurance plan?**

SPMF is not a membership organization like Kaiser Permanente. SPMF is part of Sutter Health, a family of not-for-profit hospitals and physician organizations that share resources and expertise to advance health care quality. Sutter Health also offers an HMO health plan, called Sutter Health Plus, in select areas of Northern California.

**Who do I call with questions?**

Please call my offices at (415) 600-0140 for adult primary care or (415) 600-6960 for pediatric care. For insurance questions, please contact your health plan directly.

**Helpful SPMF Resources**

- **SPMF Registration Services Line:** Assistance with new patient registration: (415) 600-0140 for adult patients and (415) 600-6960 for pediatric patients between 8am and 6pm. **Select "Option 2" or let the representative know you are a new patient.**
- **SPMF Health Care Costs:** You can find cost information on frequently used SPMF services on our website. Go to [sutterpacific.org](http://sutterpacific.org) and under the "For Patients" tab, select "Doctor Fees."