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Welcome to Our Practice!

We are pleased that you have chosen us for your ob/gyn medical needs. We pledge to provide you with the best medical care and services possible.

We have put together this manual introducing our office staff, and explaining our policies and procedures. If you ever have any questions, please do not hesitate to ask any one of us. We will do our best to help you.

We believe that to take good care of a patient requires a combination of up-to-date medical knowledge and technology, adequate time to address all health concerns and an office staff that is sensitive and professional, all taking place in a friendly and caring environment.

For complete information about our practice (and to see some photos of our doctors and staff!), please visit our web site: www.fowh.com

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FAIR OAKS WOMEN'S HEALTH

On August 3rd, 2009, Dr. Jick and Dr. Chang moved to their new office location. Our practice has also added a third Ob/Gyn doctor, Dr. Jennifer Park. With all of these changes, we decided to form an ob/gyn medical group. Having a group identity is very valuable for us and for you. As a group we can more effectively promote our comprehensive obstetric, gynecologic and women's health care services to our patients and to the community. We plan to implement many new ideas such as regular women's health newsletters, a community lecture series, women's health fact sheets, and more. We plan to add more original material to our web site and to add more services to our medical practice.

As always, our first goal is to provide the best possible medical care to our patients, something we will never lose sight of. Let us welcome you to the new Fair Oaks Women's Health!

BRYAN S. JICK, M.D.

Dr. Bryan Jick is a Los Angeles native. He graduated Phi Beta Kappa and Summa Cum Laude from UCLA in 1979. Medical school at UC San Diego was completed in 1984, and 1 week later he was married to his wife, Marina. He has 2 sons, Andrew and Kevin.

Dr. Jick completed 4 years of Ob/Gyn residency at Kaiser Hospital, Los Angeles in 1988. He has been in private practice since then. Dr. Jick has been Board-Certified by the American Board of Obstetrics and Gynecology since 1990, and he is a Fellow of the American College of Obstetricians and Gynecologists (F.A.C.O.G.) and a member of the L.A. County Medical Association and the California Medical Association.

Dr. Jick sits on many Ob/Gyn and medical committees at Huntington Hospital. Presently, he is Chairman of the Huntington Hospital Quality Management Committee and is a member of the Hospital's Medical Executive Committee and the Board of Directors Quality Committee. He also is a member of the Hospital's Building Committee, helping to make strategic decisions regarding the future building needs of the Hospital, including the new Emergency Room expansion project.

In addition to providing a full range of obstetric, gynecologic and family planning services, Dr. Jick has a special interest in and expertise in high-risk pregnancy and multiple gestation (he has delivered over 1540 sets of twins!). He is also trained in obstetrical ultrasound and advanced laparoscopic surgery, and he spends a lot of time using the Internet (when he has the time, that is!).

JENNIE J. CHANG, M.D.

Dr. Jennie Chang is a Fellow of the American College of Obstetricians and Gynecologists and is Board-Certified by the American Board of Obstetrics and Gynecology. She completed her 4-year Ob/Gyn Residency at USC-Women's Hospital in 2006 where she was trained by some of the most well-respected Ob/Gyn doctors in the world.

Prior to residency, Dr. Chang completed her undergraduate studies at Stanford University with a degree in English Literature. After moving to the East Coast to live and work, Dr. Chang decided that she wanted to become a physician. She then attended Harvard University for post-graduate studies. Afterwards, she spent 2 years doing diabetes research at the NIH (National Institutes of Health) and then she was accepted to Medical School at USC-Keck University School of Medicine, earning her Medical Degree in 2002.

Dr. Chang has been in practice with Dr. Jick since 2006, and has found it exceptionally rewarding. She is especially interested in women's health issues such as adolescent gynecology, normal and high-risk pregnancy, advanced minimally invasive laparoscopic and hysteroscopic surgery, and urinary incontinence diagnosis and treatment.

JENNIFER Y. PARK, M.D.

Dr. Jennifer Park is a Fellow of the American College of Obstetricians and Gynecologists and is Board-Certified by the American Board of Obstetrics and Gynecology. For the past five years, she was in

private practice in Palm Springs, California. In 2004, she completed her Internship and Residency at St. John's Mercy Medical Center in St. Louis, Missouri. She received her medical degree in 2000 from the St. Louis University School of Medicine. She was elected to Phi Beta Kappa and graduated summa cum laude from the University of California at San Diego in 1995 with a BS in biochemistry and cell biology.

Doctor Park, originally from Portland, Oregon, now lives in Pasadena with her husband, a Board-Certified Internist, and their two children.

With a true passion for women's health, Doctor Park brings her special interest in menopause, bio-identical hormone therapy, minimally invasive gynecologic surgery and ob/gyn ultrasound to our practice.

Dr. Park states that "It is rewarding to guide women through all stages of their lives: adolescence, pregnancy and menopause. Each stage has its unique challenges. I promise to listen, educate, treat and support you in all your healthcare needs."

DIANE K. GUERRERO, R.N.C., W.H.N.P.

Diane is an Ob/Gyn Women's Health Nurse Practitioner. She earned her R.N. degree in 1977 from Los Angeles County (LAC-USC) Nursing School and she has worked in the Ob/Gyn field since 1980. She has been with Dr. Jick since 1989, working as his office nurse. In 1998, Diane became a Women's Health Nurse Practitioner. Diane is married to Donald, and they have 2 daughters, Dawn and Dena (they like the letter D). She has a pet Akita dog named Kai. Her personal interests include arts and crafts, gardening, she's especially proud of her more than 50 plumeria plants and she loves shopping at Michael's.

MARINA JICK, B.S., R.N. – MEDICAL AESTHETICIAN

Marina, Dr. Jick's wife of almost 25 years, runs Marina's Oasis, a medical aesthetics boutique located here, in our office. Marina is a Registered Nurse and a licensed aesthetician. She takes pride in making a difference in her clients' appearance and the way they feel about themselves.

Marina's Oasis offers corrective and rejuvenating aesthetic services, all with a light personal touch and in a soothing, pampering environment. Marina's offerings include laser and IPL hair removal, Botox Cosmetic®, Juvederm® Dermal fillers, PhotoFacials, designer peels, adult and teen acne care, OmniLux™ Phototherapy, European Spa facials, physical resurfacing (MicroDermabrasion and Dermaplaning), sclerotherapy (spider vein removal), and more.

Marina offers complimentary consultations and will hand pick best products from an array of professional skin care lines - Jan Marini Skin Research, La Roche-Posay/BioMedic, Kinerase, PreVageMD, SkinCeuticals, Vivite – that will rejuvenate your skin and bring on that healthy glow.

You can email Marina directly with any skin care questions or requests: marina@marinasoasis.com, or call her at 626.MY OASIS (626.696.2747)

OFFICE POLICIES AND PROCEDURES

OUR ADDRESS

We are located in the Huntington Pavilion Medical Building at the SW corner of California Blvd. and Fair Oaks Ave.

Our address is: 625 South Fair Oaks Avenue, Suite 255, South Lobby, Pasadena, CA 91105

PARKING AND DIRECTIONS

Take the 210 Freeway to the Fair Oaks Avenue off-ramp. Head south past about 7 traffic lights. Look for the unmarked driveway (I have asked the building to put a sign here) a short distance past California and turn right. This will take you to the parking structure for the Huntington Pavilion Medical Building.

Walk to the South Lobby, and we are on the second floor right after you exit the elevator lobby.

Parking is a flat fee of \$5. We have been unable to change this policy so far, but we are working on it. We are sorry but we do not validate for parking.

24/7 VOICE MAIL – CALL 626-696-2688

We have a separate line for voice mail messages only. Messages left on this 24/7 (24 hours a day, 7 days a week) voice mail line will be retrieved on a regular basis throughout normal business hours. You may call to leave us any type of non-urgent message. Call 626-696-2688.

CELL PHONE POLICY – PLEASE TURN OFF CELL PHONES WHILE IN THE OFFICE

As the use of cell phones has grown, we have become aware how intrusive they are in a medical office. We realize that people do not want to miss important calls, but cell phones can interfere with communication between the patient and the doctor or our staff. This can cause delays, or worse can lead to distractions that may result in less than optimal medical care and attention.

For the safety and for the privacy of all our patients, we kindly request that all cell phones be turned off after you arrive at our office. Thank you for your understanding.

E-MAIL AND WEB SITE

- Dr. Jick: drjick@fowh.com
- Dr. Chang: drchang@fowh.com
- Dr. Park: drpark@fowh.com
- General e-mail : obgyn@fowh.com
- Our Web site: www.fowh.com has e-mail links on it.
- We accept e-mail from our patients. It is reviewed during office hours only.
- **For any urgent matter, please DO NOT send e-mail.** There are times where e-mail may not be looked at for up to 72 hours (a 3-day weekend for example). For urgent matters, please call us at 626-304-2626.

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LAB RESULTS

We will always try to contact you once an abnormal lab result has been obtained. Routine blood test results are available within 2 working days, and culture results within 4 working days. Pathology tests on tissue such as surgeries and biopsies can take about one week. Pap smear results can take 2 weeks, and certain DNA studies (such as HPV) can take 3 weeks.

We use Primex Lab for our Blood and Urine Tests. They are a reliable, high quality lab whom we trust, they provide results in a timely fashion and they are conveniently located in our office. The lab itself is in Van Nuys, CA (818) 779-0496).

We use Pasadena Cytopathology Group at Huntington Hospital for all Pap Smears and Tissue Specimens. It is possible that these labs may not be contracted with your health insurance plan. There are many different plans; each with their own preferred labs. Therefore, we are unable to accept the responsibility of knowing which lab to use. If this is a concern, we urge you to contact your insurance company or health plan.

If you wish to have your blood work, Pap smear or tissue sample performed or processed at a different lab, it is your responsibility to let us know in advance. Thank you for your understanding.

APPOINTMENTS

You can always call during office hours to make an appointment. We also have an appointment request feature on our web site at: <http://www.fowh.com/appts.html>.

Please be courteous enough to call us in advance if you will be late or unable to keep your appointment. We expect a minimum of 24 hours notice if you must cancel an appointment. Failure to keep a scheduled appointment without giving us prior notice is called a no-show, and repeated no-shows may result in your being discharged as a patient from this practice.

There may be times when, due to emergencies (such as having to deliver a baby), the doctor is unavailable. In those cases, we may do one of the following: ask if you would like to be seen by the other ob/gyn physician or our ob/gyn nurse practitioner, ask if you would be willing to wait a bit longer, or sometimes we may have no other choice but to reschedule your appointment for the soonest available opening.

In case of an emergency, we will try to contact you in advance, but this is not always possible. We try to minimize your waiting, and we hope that you understand that one day your doctor may have to make other patients wait because he/she is taking care of your emergency.

PRESCRIPTION REFILLS

These are accepted during office hours only. Please do not contact the doctor when the office is closed for a refill unless running out of the medication poses a risk (e.g. medication to treat premature labor). To arrange a refill, please call your pharmacy and ask them to call our office. They can leave a message on our 24/7-voice mail line (626-696-2688).

Please try our online Prescription Refill Form at: <http://www.fowh.com/rxrefill.html>. This page can also be reached from the www.fowh.com home page by clicking on *Forms*, then clicking *Prescription Refill Request Form*.

BILLING/BOOKKEEPING

Despite the personal nature of the doctor-patient relationship, the practice of medicine is a business. We agree to be responsible for taking care of you to the best of our ability. In return, you agree to be responsible for paying your share of all fees and charges incurred.

As a courtesy, we will be glad to bill insurance for you, but you are responsible for all amounts not covered by insurance, other than insurance-required contractual adjustments. Co-pays are due at the time of service.

We now accept Paypal online payments. Please see our website for more information. You can e-mail the payments to: paypal@fowh.com

CONFIDENTIALITY

We understand that at times, a spouse, partner or relative of yours patient might have questions for us or would like us to report the test results directly to him or her. Due to legal and ethical issues regarding patient confidentiality, we are unable to do this. We are only allowed to share medical information directly with you, our patient. Patients are entitled to strict confidentiality, and we do our best to maintain this.

If you would like us to freely discuss any and all of your medical care and/or test results with your spouse, partner or relative, this can be arranged. We will need a letter from you written to us giving us permission to discuss any and all medical visits, findings or test results with another individual (provide their name and relationship). This will be considered valid until you revoke the permission in writing. Please be very careful before agreeing to provide access to your medical information to another person.

FEEDBACK

We welcome feedback regarding our employees, our doctors or our services. If at any time you feel unsatisfied, uncomfortable or uncertain about any aspect of your medical care or any interaction with any member of our practice, we want to hear from you. You may choose to write us a letter, send an e-mail or speak to someone not involved in the issue.

1. Internet Feedback

Many web sites ask people to rate their interactions with professionals in the community. If you feel that your experience with us has been positive, we would love for you to share this on the web with others. Here are some links:

- <http://www.yelp.com/pasadena-ca> (enter “jick” or “jennie chang” or “jennifer park” in the ‘search for’ box)
- <http://www.insiderpages.com/CA/LosAngeles> (enter “jick” or “jennie chang” or “jennifer park” in the ‘what’ box)

ELECTRONIC MEDICAL RECORDS

Our practice uses Electronic Medical Records (EMR). An EMR means that all of your medical information is securely stored and is accessible digitally using our office computer system. Federal Regulations known as HIPPA are in place to protect the integrity and confidentiality of your electronic medical data.

Here are some of the advantages to you and to us of the EMR:

- Your chart is always available and cannot get lost or “temporarily misplaced”.
- When you call us, we can instantly look up your personal and your medical information.
- The EMR does not lose any test results, they are stored permanently, and backups are constantly made and updated.
- We can run a report on any tests that have been ordered to see if they were done. For example, a mammogram was ordered 3 months ago and was not done yet. We can then send a reminder letter.
- We use the EMR for prescribing medication. There is no need to worry anymore about the doctor’s poor handwriting which might lead to the pharmacist dispensing the wrong medication or the wrong amount. Also, the EMR warns us about any medication allergies.
- We can see if someone is overdue for their annual pap smear and then contact them.

Future developments

- We will be able to e-prescribe. This means sending the prescription directly to your pharmacy at the time of your office visit.
- You will be able to go online to update your personal and medical information.
- You will have a universal Electronic Health record (EHR) that can be updated by different doctors in separate medical practices.
- You may be given the option to participate in clinical research. For example, a new test for early detection of cancer is being studied, and you have a family history of that type of cancer identified in your EMR. You then might be invited to participate in this study.

EMERGENCIES AND AFTER HOURS ON-CALL COVERAGE

Dr. Jick, Dr. Chang and Dr. Park are on-call often but like anyone, doctors do take some time off to be with their families and to take occasional vacations. Be assured that there is always an Ob/Gyn doctor available (on-call) 24 hours a day. If you call when the office is closed, you will either reach a voice mail system or an answering service (“The Exchange”). If you reach a voice mail, listen carefully and follow

the instructions. If you reach the doctor's exchange, you may need to discuss your condition with the operator, a non-medically trained individual.

ON-CALL DOCTORS

Dr. Jick, Dr. Chang and Dr. Park are part of an on-call rotation. There are 3 other doctors who might be on-call when the office is closed. They are: Frances Teng, M.D., Toni Morrissey, M.D. and Beth Julian-Wang, M.D.

All of these doctors are Board-Certified Ob/Gyn physicians, well established here at Huntington Hospital, and are well-regarded physicians whom we trust. Please rest assured that all of these doctors will do whatever is necessary to insure your medical safety.

TYPES OF AFTER-HOURS PHONE CALLS:

1. This is a "life or death" emergency
 - a. Although rare, an emergency like this should be dealt with by calling 911 for the most rapid response.
2. "This is an urgent problem and the doctor needs to be paged immediately"
 - a. Call **(626) 304-2626**, and listen to the message. Press 1 for urgent, and then listen to the message. You will be told how to get hold of the on-call ob/gyn doctor. Use this approach whenever there is a problem that you feel cannot wait until the office re-opens for business. When the voice mail message begins, listen to see which doctor is on-call and then follow the instructions.
3. For **emergencies during lunch hours only** (12 p.m. -1:30 p.m.) when the office is closed
 - a. Please call 626-304-2626 and follow the instructions.
4. If you can't reach the doctor and the problem is urgent

Rarely, there is a problem with the beeper service or the doctor(s) are actively involved in another emergency. You may then call the direct line to the paging service for the office, which is 626-867-2337.

2. For any non-urgent message that can wait until the next business day

Call our 24-hour voice mail line at 626-696-2688 and leave a message for any of our employees.

HUNTINGTON HOSPITAL

We perform most gynecological surgery and laparoscopy procedures at Huntington Hospital. Huntington is a preeminent medical institution, providing complete medical care to the community. In addition they are a regional medical center featuring a wide array of specialized services such as an L.A. County Designated Trauma Center, Internal Medicine and General Surgery teaching programs, a comprehensive multi-specialty breast center, the Huntington Heart Institute, and one of the best Neonatal Intensive Care Units in Los Angeles County.

Huntington also has the Minimally Invasive Surgery Center, which are technologically advanced operating rooms featuring the latest equipment for minimally invasive procedures such as laparoscopy and hysteroscopy.

HUNTINGTON OUTPATIENT SURGERY CENTER

Dr. Jick, Dr. Chang and Dr. Park are also on staff at the Huntington Outpatient Surgery Center, located next to our office. Here we perform minor surgeries where the patient goes home the same day.

OB/GYN SERVICES PROVIDED

Abnormal Pap Smear: Evaluation and Treatment
Abnormal Vaginal Bleeding: Evaluation and Management
Advanced Laparoscopic Surgery and Gynecologic Surgery – including LAVH (laparoscopic assisted vaginal hysterectomy) and LSH (laparoscopic supracervical hysterectomy)
Cancer Screening: including cervical, ovarian, uterine and breast
Contraception: including birth control pills, diaphragms, IUD's (Mirena and Paragard), Nuva-Ring, Natural Family Planning
Disorders of Libido – decreased interest in or desire for sexual activity
Excessive Hair Growth: Evaluation and Treatment
Fertility Timing – what is your “fertile window”?
“Hormonal” Evaluation including PMS and PMDD evaluation and management
Hormone Replacement Therapy – “natural” (sometimes called ‘bio-identical’) or medical
HPV Vaccine: prevention of cervical cancer
Infertility Evaluation and Treatment (not including IVF)

In-Office Gynecologic Ultrasound – including saline hysteroqram (SIS procedure), and 3D sono
Management of Uterine Fibroids - medical or surgical
Menopause and Pre-Menopause Evaluation and Treatment
Pelvic Pain or Pain with Intercourse
Pregnancy and Delivery – including High Risk Pregnancy, Multiple Gestation and Advanced Obstetrical Ultrasound (now with 3-D and 4-D).
Pre-pregnancy counseling – evaluation before attempting pregnancy
Sterilization: including laparoscopic (band-aid) sterilization and post-partum sterilization
Urinary Incontinence Surgery, including transobturator tape (TOT Procedure)
Urinary Tract Infection, including frequent and/or recurrent UTI
Vaginal Infection or STD evaluation
Vaginal Surgery: vaginal hysterectomy, repair of uterine or bladder prolapse
Vaginal Tightening Surgery, to enhance sensation during intercourse
Well-woman care (annual Gyn exam)

MARINA’S OASIS 626-MY-OASIS (626-696-2747)

Welcome to Marina’s Oasis, Pasadena’s very personal and professional medical aesthetics spa. We offer a wide range of corrective, anti-aging and pampering services: PhotoFacials, IPL Hair Removal, Botox Cosmetic, dermal fillers, phototherapy, spider vein removal, European facials, adult and teen acne care, customized peels, dermaplaning, microdermabrasion.

Stop by for a complimentary consultation. We look forward to making a difference in your life!

<u>LIST OF SERVICES</u>	<u>SKIN CARE LINES</u>
<ul style="list-style-type: none">• PhotoFacials• IPL Hair Removal• Spider Vein Removal• Botox® Cosmetic• Designer Peels• MicroDermabrasion• Dermaplaning• Teen Skin Care• Adult Acne Care• OmniLux™ Phototherapy• Facials	La Roche-Posay/BioMedic Kinerase Jan Marini Skin Research PREVAGE® MD and more

CONTACT MARINA’S OASIS

Please visit the Marina’s Oasis web site at: www.marinasoasis.com

Call Marina at 626-MY-OASIS (626-696-2747). Marina personally returns all calls.

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

The medical practice of Fair Oaks Women's Health recognizes and respects the rights of each patient as an individual with unique health care needs and we are committed to providing considerate, respectful, confidential and high quality personalized medical care to each and every patient. In turn, we believe that our patients have specific responsibilities to our practice.

PATIENT RIGHTS

1. I have the right to receive appropriate informed consent in advance of any treatment (test, prescription, procedure or surgery) being performed on me. This means that I will be informed of the reasons for the treatment, the alternatives, the risks and benefits of the treatment, and the risks if I choose not to have this treatment.
2. I have the right to privacy. This means that all information about my health and in my medical record is absolutely confidential, and cannot be disclosed to any other individual or organization (including my spouse or life partner), except when I give my written permission, or when disclosure is mandated by law.
3. I have the right to receive a complete copy of my medical record in a timely fashion upon my written request, and I agree to pay a reasonable fee for the work involved in providing me this copy.
4. I have the right to be seen in a timely manner. I will be informed of any delay and have the right to reschedule if the delay is too lengthy.
5. I have the right to be informed in a timely manner of all test results.
6. If I have an urgent medical condition, I have the right to speak to someone immediately when I call and to be seen as soon as possible based on my condition.

PATIENT RESPONSIBILITIES

1. I have the responsibility to understand my insurance plan and benefits.
2. I have the responsibility to take prescribed medications as directed, and if I do not understand the directions, I will call the office for clarifications.
3. In order to insure my good health, I have the responsibility to follow through on all of the doctor's recommendations, including having tests performed, seeing other physicians I have been referred to and returning for follow-up appointments.
4. I have the responsibility to be on time for all scheduled appointments and to notify the office at least 24 hours in advance when I need to cancel or reschedule an appointment.
5. I have the responsibility to pay my co-payment at the time of service.
6. I have the responsibility to pay a \$25 charge for any check returned by my bank.
7. If I fail to pay for services rendered and my account is assigned to collections, I have the responsibility to pay all of the costs of collections including reasonable attorney's fees.
8. I understand and agree that this office can only submit a bill for a diagnosis or medical condition documented in my medical record, and that to do otherwise could be considered fraudulent.