



Welcome to our practice. My name is John Wilson, MD. I hope your experience here will be pleasant, whether it is helping you recover from an illness or getting preventive care. Let me tell you about my background. I grew up in Dallas, Texas and moved to the Bay Area in 1990. I went to college at the University of Texas at Austin, graduating in 1986 with Highest Honors (with a Bachelor of Arts in Humanities). My Humanities thesis was on the topic of Holistic Medicine. I went to Medical School in my hometown, graduating in 1990 from The University of Texas Southwestern Medical School at Dallas. I did my Family Practice Residency at San Jose Medical Center (affiliated with Stanford University). I served as Chief Resident for my final year, completing residency in 1993. I then moved to San Francisco and joined Bay Area Family Physicians in Daly City, becoming the medical director in 1995 and an owner in 1998. In early 2002, I decided to start a solo practice and make some significant changes. I brought with me just one staff member, my trusted Medical Assistant, Benny Acevedo. In 2006, I hired an experienced Family Nurse Practitioner, Terry Grenchik. Then in 2009 we added a Lifestyle Coach and now have a certified nutritionist on staff. Let me outline some unique practice features:

- We have increased the amount of time we spend with you (by seeing fewer patients per day).
- We use “Open Access” scheduling – where you can usually be seen on the day you call if you want.
- If you are admitted to a hospital, the Hospitalists will do the majority of the management of your care. We trust their management and will communicate with them as needed.
- We use a computerized medical record, which helps us improve your care in many ways.
- We offer both Traditional Medicine approaches with medications and procedures as well as Functional Medicine options with lifestyle and supplements.

How to reach us:

Patient Portal: This is your main way of contacting us. The patient portal is a secure communication tool with our office. You can send messages to the healthcare team, make appointment requests, cancel appointments, request medication refills, see lab results, and manage your health -- all from one location. *All patients in our office automatically have a “FollowMyHealth” account. To gain access to your account you must supply us with your email in the office. We will then send an invite to your email where you can register and begin using this free service.*

Office Phone (650-994-9090): During business hours (see below), staff will answer the phone. If they are occupied and don't answer, you may leave a confidential message, which they will return as soon as possible during business hours. Always call this number first, even after hours, to see who is on call. Feel free to leave non-urgent messages at any time.

911: If you have any emergency that may be life threatening (severe chest pain, stroke symptoms, severe bleeding) or limb threatening (severe trauma, bad eye injury), call 911 right away. Do not try to reach us, as this delays the emergency response that is needed. If you end up admitted to a hospital, have the ER doctor, Hospitalist or a relative notify us.

Email: We will not communicate with patients through email. Email is not suitable for confidential patient information. Please use the FollowMyHealth patient portal or call the office.

Advice Nurse Line (855-423-9974): We now have an experienced advice nurse available during lunch hours and after hours. Feel free to use this free service. The nurses will call the physician when needed.

We may direct you to an emergency room, urgent care center or a colleague's office if we feel you should be seen when no one is in the office. Always have the phone number of an open pharmacy handy in case we need to call in a prescription for you. We will not prescribe narcotic medications (like Vicoden, Codeine, Valium, etc.) after hours, however.

Business Hours/Days:

9:00am - 5:00pm (closed from 12-1:30p for lunch)
Monday thru Friday
Closed Bank Holidays

Office Location/Phone:

1800 Sullivan Ave., Suite 503
Daly City, CA 94015
main: 650-994-9090; fax: 650-994-9093

Billing Address/Phone:

PO Box 2248
Daly City, CA 94017
415-972-4500

Billing Policies:

We need your full cooperation with these policies to reduce our workload. Please be courteous and pay your bill within 2 weeks of receipt. Please call your insurance company promptly if you feel a bill was not paid by them correctly. We only bill you for amounts due that your insurance company states are your responsibility.

- Your co-pay must be paid (with cash, check or credit card) when you check-in for your appointment.
- You must present a valid insurance card and your eligibility will be verified before your visit. If we cannot verify your eligibility, you will need to pay for services at the time of the visit. If we receive reimbursement at a later date from your insurance, we will refund your money.
- If you are in a motor vehicle accident and can provide us with all the details for an auto claim, we will help you with the billing. Otherwise, you will need to pay for your visit at the time of service. You may then submit the receipt we give you to the responsible party's insurance for reimbursement.
- We do not see Worker's Compensation injury cases. If you are injured on the job or have symptoms worsened by your job, you must notify your supervisor and open a worker's comp case. You will likely be seen by your company's contracted doctors or referred to a specialist. The only exception to this is if you need a pre-operative physical to clear you for surgery for an established worker's comp case. We will be happy to offer a consultation to your treating physician to medically clear you for surgery.
- We will fill out any simple one-page form or doctor's note at the time of any visit. Complicated or lengthy forms (or any forms requested without an office visit) will incur a \$15-\$35 charge, which must be paid before the forms are returned to you.
- Any appointment missed for any reason without at least a 24-hour notice will incur a \$35 charge. You are responsible for paying this, as it is not covered by your insurance. If you give us less than 24 hours notice and we are able to fill your appointment slot with another patient (which we can usually accomplish with even a few hours notice), we will not charge you.
- Dr. Wilson can offer expert testimony and legal depositions should you need these for any reason. Have your attorney call or write for rates and availability.

Thank you and welcome to our practice! You are encouraged to talk openly with us about any issue that you wish. You will be treated respectfully and any information you share will be handled confidentially. This means that even family members that inquire about you in any way will not be given any information without your permission. Your feedback is always appreciated as well. We look forward to offering you the best in primary care medicine and warmly welcome you to our practice.

John W. Wilson MD
Family Physician

Terry Grenchik, FNP, PA-c
Family Nurse Practitioner

Benny Acevedo, MA
Medical Assistant

www.JohnWilsonMD.com

To save our contact info in your phone in one easy step--scan our QR code with your smartphone!

