

Pacific Coast Women's health
PATIENT INFORMATION
1-800-536-3132
MAIN OFFICE
760-944-1000

TO OUR PATIENTS:

In our continuing effort to offer you the very best care possible, we are now providing a helpful service to our patients.

The MedVoice Patient Information Line will enable you to quickly access information such as laboratory test results, your doctor's instructions and other important recommendations. Please review this information and feel free to ask a member of our staff if you have any questions.

It is very important that you notify us with any changes with your home phone number. This will affect our success when we contact you.

When you have lab work done or test performed in our office your results will be recorded in a private voice mailbox on our Patient Information Line. We will call you and let you know that you have a message to retrieve. Call the MedVoice Patient Information Line at 1-800-536-3132 and follow the easy instructions to retrieve your message. The information you hear will be very specific and you should listen to the entire message for further instructions, medication changes, or any other reports. It is very important for you to listen to the entire message to ensure that you receive all the information.

At the end of the message you will be given three options:

- Press 1 to repeat the message
- Press 2 to delete the message
- Press 3 to save the message

You can save your message for only two days after you have listened to it. It will then be automatically deleted.

If you have any questions after you receive your results you may call our main office phone at 760-944-1000 during normal business hours.

Hearing from Pacific Coast Women's Health
is just five easy steps away!

You will be notified of your lab test results by a computer generated phone call. If you haven't heard from us after two weeks, give us a call at (760) 944-1000.

Just follow this simple guide to retrieve your information.

Step 1

Using a "Touch-Tone" telephone call:
1-800-536-3132

Step 2

You will be asked to select either English or Spanish.
Dial "1" for English

Step 3

Dial your identification number.
ID# ____ - ____ - ____

Step 4

Record your name. End your recording by pressing one.
Listen carefully to your message.
Be sure to listen to the entire message.

Step 5

After listening to your message, press 1 to repeat the message, press 2 to erase the message, or press 3 to save the message.

You can hang up your telephone. That's all there is to it.