

# Alan M. Hirahara, MD, FRCSC

*Orthopaedic Surgeon | Specialist in Sports Medicine*

2801 K Street, #330, Sacramento, CA 95816, USA

Phone: (916) 732-3000 Fax: (916) 732-3022

[www.HiraharaMD.com](http://www.HiraharaMD.com)

## Your First Appointment

---

- Bring your insurance card and photo ID
- If you have a co-pay, it will be collected at the time of your appointment
  - If we have to bill you later for your co-pay, there will be an additional \$15 service fee
- Bring or fax your completed new patient packet
  - This can be downloaded from our website <http://www.HiraharaMD.com/patient>
  - If you cannot download or print them, you can request our office to mail you a packet
  - You must read and sign the Surgical Outcomes System (SOS) Authorization – bring this with you
- All X-ray's and MRI's
  - These must be of the affected body part
    - For example, if your appointment is for a shoulder, then bring shoulder films, NOT neck films
  - They can be on either CD, DVD, flash drive, or Film
  - The dictated report from the radiologist must be included
  - You must **BRING** these studies with you as having them sent or forwarded is unpredictable
- Bring your operative reports and operative pictures
  - If you have had previous surgery on the body part for which you are being seen, bring these items
  - You can obtain these from your previous surgeon or from the hospital or surgery center where you had your surgery
- If you require a referral, please have your Primary Care Physician fax it to 916-732-3022 **PRIOR** to scheduling your appointment
- **YOU WILL NOT BE SEEN WITHOUT YOUR COMPLETED FORMS AND IMAGING STUDIES**

## Cancellation Policy

---

- We require a 24 notice on cancellations or rescheduled appointments
  - Failure to do so will result in a \$35 charge
- You may be discharged as a patient and sent to your primary care physician for referral to another orthopaedic surgeon if you:
  - Cancel or reschedule, more than 3 times
  - No show or fail to notify us prior to 24 hours, more than 2 times

# Alan M. Hirahara, MD, FRCSC

*Orthopaedic Surgeon / Specialist in Sports Medicine*

2801 K Street, #330, Sacramento, CA 95816, USA

Phone: (916) 732-3000 Fax: (916) 732-3022

[www.HiraharaMD.com](http://www.HiraharaMD.com)

## Medication & Refill Policy

---

### NARCOTICS

The DEA has initiated a new policy whereby all prescriptions must be on a written triplicate form. This means that all prescriptions must be picked up from the office. Prescriptions for any/all narcotics can NOT be called into a pharmacy. These forms are good for one-time use only. The triplicate prescription cannot authorize multiple refills per prescription.

Narcotics can be prescribed to patients after surgery for the duration of the aftercare (90 days) only. Following this period, any narcotics refills must be obtained from your primary care physician.

### REFILL

To ensure our ability to take care of patients, we will only be refilling patients' medications during office hours. The on-call physicians will not have the benefit of our patients' charts available to make proper decisions about patient care so they will NOT be refilling or changing prescriptions. Please plan and call ahead (especially prior to the weekends) to allow us adequate time to meet your needs.

All medications will only be refilled during these office hours:

**Monday – Thursday, 9 :00 AM to 4:00 PM**

**Friday, 9:00 AM to 3:00 PM**

If you find you need a prescription refill or change on the weekends or evenings, you will have to wait until the following business day or go to a nearby urgent care center or emergency room to be seen by a physician.