



Dr. Jeffrey Palmgren, MD • Urology

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We would like to take the opportunity to welcome you to Ali'i Health Center.

Enclosed are the new patient forms, please fill them out completely and bring them with you on your appointment date, along with your insurance cards. If you are late to your scheduled appointment, you may need to be rescheduled.

Our Doctor specializes in Urology, which deals with issues concerning the urinary bladder, kidneys, prostate, and other urinary concerns. The first step in detection of urinary issues is to test the urine specimen.

PLEASE BE PREPARED TO LEAVE A SPECIMEN AT EACH APPOINTMENT.

Appointments: Occasionally your scheduled appointment might have to be changed due to surgery or emergency cases. We do our best to try to stay on a timely schedule. However, this is not always possible and you may have to wait for your appointment. We apologize for these unavoidable delays, because of increasing demand and as a courtesy to other patients, we require a **24-Hour notice for appointment cancellations.**

THREE MISSED APPOINTMENTS WILL RESULT IN A DISMISSAL FROM ALL ALI'I HEALTH CENTER UROLOGY.

Insurance & Co-Pays: Please be prepared to show your insurance card. If your insurance coverage requires you to pay a co-pay, we ask that you be prepared to pay it at that time of service. We accept Cash, Check, Visa, Discover, American Express, and Master Card.

Telephone calls: Our call center answers all calls. You may request to have the medical assistant return your call. Those calls that require a doctor's attention will be returned as soon as possible.

Emergencies: Go to the nearest hospital emergency room, where the emergency room doctors will see you.

Prescription Refills: The most efficient way to have your medication refilled is to call your pharmacy and request that they contact us for your refill, please allow **48 to 72** hours to process your refill. We do not refill after hours or after noon on Friday.

Thank you for trusting us with your urological care and feel free to call us if you have any questions.

Mahalo Nui Loa,

Ali'i Urology Department