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Member Newsletter



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HEALTH MATTERS

PHYSICIANS MEDICAL GROUP OF SAN JOSE MEMBER NEWSLETTER

2010 - 2011

www.pmgmd.com

408-937-3600

Health Matters

Physicians Medical Group of San Jose 2010 – 2011 Member Newsletter

Thank you for selecting Physicians Medical Group of San Jose

Physicians Medical Group of San Jose (PMGSJ) is a dedicated group of physicians who for over 30 years have been providing health care to their patients in the San Jose and surrounding areas.

PMGSJ physicians provide personal and individualized care that you need and deserve. As one of the largest multi-specialty medical groups in the South Bay area, PMGSJ has more than 400 physicians comprised of both Primary Care and Specialty Care Physicians who are committed to delivering high quality health care.

Contacting PMGSJ

PMGSJ is here to assist you with your healthcare needs. If you have any questions or concerns, please call our PMGSJ Member Services Department at (408) 937-3642 Monday thru Friday between the hours of 8:30 am – 4:30 pm - **Collect call are accepted.**



PMGSJ accepts the following health plans:

Aetna, Blue Shield, Blue Cross Medi-cal, California Care, Cigna, Great West, Health Net, PacifiCare, Santa Clara Family Health Plan (SCFHP), Healthy Families / Healthy Kids



Q: How do I change my Primary Care Physician (PCP)?

A: If you feel the need to change your existing PCP, contact your health insurance member services department and they will assist you in making a PCP change. To view the PMGSJ Provider Directory of available physicians, please go to: www.pmgmd.com/directory.htm

Q: How do I update my address?

A: Address changes need to be made through your Health Plan. You can contact your Health Plan by calling the Members Services number located on your Member Health Plan Identification Card.

Q: How do I see a Specialist?

A: PMGSJ has a large network of contracted specialists. Your primary care physician will make the necessary specialist recommendation and submit it to PMGSJ for review.

Q: How does the Referral Process work?

A: PMGSJ's Care Management Team is comprised of non-clinical staff, licensed nurses and a Medical Director. Together they make sure that recommendations from your provider are; covered by your health plan, provided by a physician or in a facility that is contracted by PMGSJ and are medically appropriate. Once your referral request has been processed, you will receive a letter notifying you of the determination made.

Q: Where should I go for Lab Services?

A: If you need lab services you must *only* go to Quest Diagnostics. All other laboratories are not in network.

Q: Which facility should I go to for x-rays and diagnostic services?

A: To verify if a facility is in network please contact the PMGSJ Member Services Dept. at (408) 937-3642.

EMERGENCY & URGENT/AFTER-HOURS CARE

EMERGENCY CARE

Medical emergencies are injuries or sudden (or worsened) illnesses that threaten or could permanently damage your health, or result in a serious medical complication if treatment is delayed.

What to do in the care of an emergency:

Call 911 or go to your nearest hospital or urgent care facility. Emergency Care is appropriate when the absence of immediate medical attention can reasonably be expected to result in placing your health in immediate jeopardy, serious impairment to bodily functions, or other serious medical consequences.



Go To The Emergency Room For:

- Heavy bleeding
- Large open wounds
- Sudden change in vision
- Chest pain
- Sudden weakness or trouble talking
- Major burns
- Spinal injuries
- Severe head injury
- Difficulty breathing
- Major broken bones

Urgent and After-Hours Care

Urgent Care is defined as medical conditions, illnesses and injuries that are not life threatening or serious, but require prompt medical attention.

What to do if you need urgent or after hours care:

Call your Primary Care Physician (PCP). Your PCP is available or has coverage 24 hours a day either in the office or by telephone. If you have a medical problem that requires attention, and cannot reach your PCP use one of Urgent Care Centers listed below:



ALEXIAN EXTENDED CARE MEDICAL CENTER

Address: 266 N. Jackson Avenue, Suite 6
San Jose, CA 95116
Phone: (408) 729-3232

FIRST HEALTH CLINIC URGENT CARE

Address: 459 South Capitol Avenue #4
San Jose, CA 95127
Phone: (408) 929-5505

CUPERTINO MEDICAL GROUP

Address: 10050 Bubb Road, #3
Cupertino, CA 95014
Phone: (408) 996-8805

NGA VAN PHAM, M.D. URGENT CARE

Address: 1569 Lexann Ave. #112
San Jose, CA 95121
Phone: (408) 532-0105

DE PAUL URGENT CARE CENTER

Address: Medical Office Building (1st Floor)
18550 De Paul Drive, Ste. 109
Morgan Hill, CA 95037
Phone: (408) 782-1216

SOUTH BAY CHILDREN'S URGENT CARE

Address: 800 Pollard Road, Suite B205
Los Gatos, CA 95032
Phone: (408) 370-0110

IMPORTANT: Follow up care must be provided in network, through your PCP. Routine or elective services provided in an Emergency Room or Urgent Care Center is not covered.

STAYING HEALTHY

Daily Steps to Good Health

Eat a Healthy Diet. Emphasize fruits, vegetables, whole grains, and fat-free or low-fat milk and milk products; include lean meats, poultry, fish, beans, eggs, and nuts; and eat foods low in saturated fats, trans fats, cholesterol, salt (sodium), and added sugar.

Be Physically Active. Walking briskly, mowing the lawn, swimming, and bicycling are just a few examples of moderate physical activity. If you are not already physically active, start small and work up to 30 minutes or more of moderate physical activity most days of the week.

Stay at a Healthy Weight. Balance calories from foods and beverages with calories you burn off by your activities.



Drink Alcohol Only in Moderation. If you drink alcohol, have no more than two drinks a day. (A standard drink is one 12-ounce bottle of beer or wine cooler, one 5-ounce glass of wine, or 1.5-ounces of 80-proof distilled spirit).

Don't Smoke. If you do smoke, talk to your doctor about quitting. Your doctor or nurse can help you. For tips on how to quit, go to: *You Can Quit Smoking Now.* www.smokefree.gov

Health Screening Guidelines – Men and Women



- ✓ **Obesity:** Have your body mass index (BMI) calculated to screen for obesity.
- ✓ **High Cholesterol:** Have your cholesterol checked regularly starting at age 35. If you are younger than 35, talk to your doctor about whether to have your cholesterol checked if you have diabetes, high blood pressure, you smoke or heart disease runs in your family.
- ✓ **High Blood Pressure:** Have your blood pressure checked at least every 2 years. High blood pressure is 140/90 or higher.
- ✓ **Colorectal Cancer:** Have a test for colorectal cancer starting at age 50. Your doctor can help you decide which test is right for you. If you have a family history of colorectal cancer, you may need to be screened earlier.
- ✓ **Diabetes:** Have a test for diabetes if you have high blood pressure or high cholesterol.
- ✓ **Depression:** Your emotional health is as important as your physical health. If you have felt things, you may be depressed. Talk to your doctor about being screened for depression.
- ✓ **Sexually Transmitted Infections:** Talk to your doctor to see whether you should be tested for gonorrhea, syphilis, Chlamydia, or other sexually transmitted infections.

STAYING HEALTHY - Continued

Well Woman Exam

Physicians Medical Group of San Jose along with your HMO Health Plan allows women members to self-refer to an OB/GYN for their annual well woman examination, which would include the following procedures:

- ✓ Pelvic examination
- ✓ Pap smear test
- ✓ Manual breast examination and instructions for performing self-examinations at home
- ✓ Counseling regarding women's health issues



You may contact a PMGSJ OB/GYN directly to set up an appointment for your annual well woman examination without prior authorization from your Primary Care Provider.

For a complete listing of PMGSJ OB/GYN providers go to www.pmgmd.com/choosing_doc.htm

Health Screening Guidelines – Women



Breast Cancer

The [National Cancer Institute](#) recommends that women have screening mammograms:

- ✓ Women age 40 and older should have mammograms every 1 to 2 years
- ✓ Women who are at higher than average risk of breast cancer should talk with their health care providers about whether to have mammograms before age 40 and how often to have them.

Cervical Cancer

Current guidelines from the American Congress of Obstetricians and Gynecologists recommend:

- ✓ A baseline Pap test for women at age 21.
- ✓ Pap tests every two years for most women from age 21 to 30
- ✓ Additional Pap tests every one to three years for most women from age 31 to 64
- ✓ Women who are 65 years or older should talk with their doctor about whether Pap tests are still necessary.



Chlamydia

- ✓ Sexually active women ages 25 and under

Health Screening Guidelines – Men

Prostate cancer:

- ✓ 50 and older discuss risk and benefits of prostate cancer screening with your health care provider.



Talk with your health care provider about when to schedule your next Screening

MAKE SURE TO IMMUNIZE

Quick Checklist for Your Baby's Immunizations



To make sure your baby gets all immunizations on time:

- ✓ **Make an appointment.** The first immunization starts at the age of 2 months.
- ✓ **Bring your baby's immunization record.** You will need your baby's immunization record, which you'll get at the first appointment.
- ✓ **Make the next appointment.** Set a date for your baby's next immunization *before* you leave your doctor's office or public health office.
- ✓ **Mark the next date on your calendar.** Do this as soon as you get home so you won't forget.
- ✓ **Keep your baby's immunization record safe.** Put it in a safe place so you can find it when you need it.

Remember, immunization is the safest way to protect your baby's health.

Childhood Immunizations

Why Childhood Immunizations Are Important

In the same way that car seats and bicycle helmets help to protect our children, vaccines and immunizations work to protect children from infectious diseases and the associated complications.

Young, unvaccinated children may not be physically strong enough to fight the disease so it is important that children are vaccinated. Before vaccinations for whooping cough, measles and polio, many young children died of these diseases. Although these same diseases exist today, children are now protected by vaccines so we don't see the diseases as often.

Scheduling Immunizations

You know your child needs immunizations. But when? Doctors have found that immunizations work best at certain ages because of a child's developing immune system. That is why the Centers for Disease Control (CDC) has developed schedules for immunizations.

You can access the schedules for childhood immunizations on www.cdc.gov/vaccines.

Adulthood Immunizations

Why Childhood Immunizations Are Important

Adult immunizations, like those we get as a child, help to protect us from disease. Sometimes we forget that adults need immunizations as well, such as a Tetanus-diphtheria booster every ten years, Zostavax at 60 years and Pneumovax.

You can access the schedules for adults immunizations on www.cdc.gov/vaccines.

Always discuss any concerns you may have about childhood or adulthood immunizations with your physician. Your physician can help you determine what is right for you and your family.

MEMBER RIGHTS AND RESPONSIBILITIES

The patient/doctor relationship is based on mutual trust and respect. As a member of Physicians Medical Group, you have rights which we pledge to respect and protect, and responsibilities which you agree to uphold. Our commitment is to provide health care services to the best of our ability and to promote the wellness of all of our members

You have the right to:

- Exercise your rights without discrimination.
- Receive comprehensive information about the medical group, its services, providers, their qualifications, and the health care service delivery process.
- Be informed of emergency and non-emergency coverage and cost of care, and receive an explanation of financial obligations as appropriate prior to incurring the expense (co-payments, deductible, and co-insurance).
- Receive information on how to obtain care after normal business hours and how to obtain emergency care including when to access emergency care or use 911.
- Be informed of the name and qualifications of the Primary Care Physician or other specialist physicians coordinating your care.
- Have 24-hour access to your Primary Care Physician (or their covering physician).
- Receive complete information about the diagnosis, proposed course of treatment or procedure, alternate courses of treatment and non-treatment, the clinical risks involved in each, and prospects for recovery in terms that are understandable, in order to give informed consent or to refuse that course of treatment.
- Candidly discuss appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage.
- Actively be involved with doctors and other health care professionals in making decisions regarding your health care.
- Be treated with courtesy, respect and dignity; receive considerate and respectful care with full consideration of privacy.
- Be afforded the opportunity to consent or deny the release of identifiable medical or other information except when such release is required by law.
- Express opinions or concerns to the medical group about the care provided (contact Member Services).
- Be informed of the PMGSJ member complaint/grievance and appeal process, as well as the ability to express a complaint in writing or by phone.
- Be informed of the availability of physicians, termination of a physician, or practice site. Receive assistance in selecting a new Primary Care or Specialty Physician.
- Change your Primary Care Physician by contacting your health plan.
- Receive reasonable continuity and continuation of care and be given timely and sensible answers to questions and requests made for service, care, covered benefits, non-covered services and payment.
- Be informed of continuing health care requirements following office visits, treatments, procedures, and hospitalization.
- Be represented by parents, guardians, family members or other conservators when you are unable to fully participate in your treatment decisions.

You have the responsibility to:

- Familiarize yourself with your benefits and exclusions of your health plan coverage.
- Provide your doctor with complete and accurate information necessary for your care.
- Be on time for all appointments and notify the provider's office as far in advance as possible for cancellation or rescheduling.
- Report changes in your condition according to provider's instructions.
- Inform provider(s) of your inability to understand information or details given.
- Follow the recommended treatment plan developed by your health care provider(s).
- Contact your Primary Care Physician (or covering doctor) for any care needed after normal office hours.
- Treat the health care providers and staff with respect.
- Respect the rights, property, and environment of all providers, staff and other members.
- Make sure you have an approved referral authorization to see a specialist.
- Utilize specialists and other providers within the medical group to stay in-network.
- Be familiar and comply with the medical group's health care service delivery system regarding access to routine, urgent, and emergency care.
- Actively participate in decisions regarding your health care and treatment plan.
- Contact the PMGSJ Member Services Department or Health Plan Member Services Department regarding any questions or assistance.
- Notify the health plan Member Services Department and the Primary Care/Treating Physician, when you have a change in your address and/or contact information.

All Member Rights and Responsibilities apply to the member and person who have the legal responsibility to make health care decisions for the member.

This is a summary of key points written in PMGSJ's Member Rights and Responsibilities. Call your Health Plan or PMGSJ's Member Services Department to request copies of materials in languages other than English.

PHYSICIANS MEDICAL GROUP OF SAN JOSE PRIMARY CARE PHYSICIANS



Family and General Practice:

Ahmed, Sabi M.D.
 Bui, Rau Van M.D.
 Bui, Viet-Hong D.O.
 Cepe, Emmanuel M.D.
 Cepe, Joanabel M.D.
 Cheng, Eddie M. M.D.
 Chung, Peter D.O.
 Gandhi, Tripty M. M.D.
 Henehan, Michael J. D.O.
 Hoang, Sylvia H. M.D.
 Hsia, Olivia M.D.
 Huynh, Lang Q. M.D.
 Kapoor, Dhanu M.D.
 Kent, George P. M.D.
 Khalilnejad, Heideh S. M.D.
 Khay, Darith M.D.
 Lai, Shiao-Yeng M.D.
 Mai, Nhat M.D.
 Mariano Jr., Cornelio M.D.
 Martinez, Daniel M.D.
 Maxey, Michelle M. M.D.
 Nguyen, Hai Hoang M.D.
 Nguyen, Minh Tam M.D.
 Nguyen, Peter Linh D.O.
 Nguyen, Quynh-Queen D.O.
 Nguyen, Trung Hoai M.D.
 Nguyen, Tung T. D.O.
 Nguyen, Vu D.O.
 Norman, Robert M. M.D.
 Parra, Gustavo M.D.
 Pham, An Thi M.D.
 Phan, Dung My M.D.
 Phan, Tuan Van M.D.
 Posada, Juan M.D.
 Rai, Daljeet S. M.D.
 Qureshi, Sharmin M.D.
 Ramirez, Alfredo M.D.
 Santos, Pacifico M.D.
 Schechtman, Andrew D. M.D.
 Shen, Christie A. M.D.
 Stevens, Michael B. M.D.
 Sun, Frances R. M.D.
 Thai, Minh Q. M.D.
 To, An Ngoc M.D.
 To, Rick N. M.D.
 Yu, Grace C. M.D.
 Zheng, Hui M.D.

Internal Medicine:

Aravamuthan, Manjari M.D.
 Asghar, Fayaz M.D.
 Balderon, German E. M.D.
 Bui, Hong Huu M.D.
 *Burbano, Emiro M.D.
 Cathey, Richard M.D.
 Chau, Maggie D.O.
 Court, Sergio M.D.
 Cu, Joseph M.D.
 Dam, Dinh Xuan M.D.

Internal Medicine (Cont):

Dang, Phuc Cao M.D.
 Do, Christopher M.D.
 *Do, Lam M.D.
 Do, Trang Uyen M.D.
 *Fishenfeld, Jaco M.D.
 Guanzon, Jose M.D.
 Guanzon, Teresita M.D.
 Hla, Tin M.D.
 *Hoang, Thuy T. M.D.
 Huan, Eng M.D.
 Hutchins, Mary Jane B. M.D.
 Huynh, Chau Minh M.D.
 Huynh, Dat Tan M.D.
 Huynh, Minh Quan M.D.
 Huynh, Thuy N. M.D.
 Izquierdo, Pascual M.D.
 Jain, Ashit (Ash) M.D.
 *Kang, Dae-Wook M.D.
 *Ku, Wen-Tsang M.D.
 Karupaiah, Sudha M.D.
 Le, Tuan M.D.
 Lee, Boo M.D.
 *Lee, Raymond M.D.
 Mandreza, Rosalinda M.D.
 Myint, San San M.D.
 Nacienceno, Sally M.D.
 Nguyen, Hanh M M.D.
 Nguyen, Ngai Xuan M.D.
 Nguyen, Son L. M.D.
 Nguyen, Tam H. D.O.
 Nguyen, Thinh Van M.D.
 Nguyen, Trang (Jacqueline) M.D.
 Nguyen, Tuan Ngoc M.D.
 Nguyen, Vinh M.D.
 Noorani, Ashraf M.D.
 Palma, Rose M.D.
 Patel, Rashmi J. M.D.
 Pham, Hien T. M.D.
 Pham, Nga Van M.D.
 Shakir, Khusro M.D.
 Tai, Kenneth M.D.
 Tam, Michelle M.D.
 Tee, Grace M.D.
 Thai, Nicole Hong Phuong M.D.
 Thukral, Vijay M.D.
 Tobbagi, Habib M.D.
 Tram, Tracy M.D.
 Tran, Don Dinh M.D.
 Tran, Khanh M.D.
 Tran, Thai Vinh M.D.
 Tran, Thang Duc M.D.
 Tran, Toan Q. M.D.
 Tse, Daniel M.D.
 Tse, Phillip M.D.
 Vecchi, Nicole M.D.
 Vetsa, Surekha S. M.D.
 Vu, Chung M.D.
 Zhang, Zheng-Gang M.D.

Pediatrics:

Abellera, Nilda M.D.
 Adeeb, Fareeda M.D.
 Aminova, Alla M.D.
 Ayap, Heidi M.D.
 Badri, Mohammad-Sharif M.D.
 Balakrishnan, Amaravathi M.D.
 Capulong, Fernando M.D.
 Carrillo, Juan M.D.
 Dang, Trach Phuong M.D.
 Dao, Kim M.D.
 *Dawood, Nayyara M.D.
 *Ha, Linda M.D.
 Hartman, Andrew M.D.
 Javid, Yaminali M.D.
 Kapoor, Naresh M.D.
 Khan, Mazhar A. M.D.
 Krishnamshetty, Prasanna M.D.
 Lim, Perry M.D.
 Lopez, Ricardo M.D.
 Madan, Ashima M.D.
 Malhotra, Neema M.D.
 Malik, Zahida M.D.
 Manghnani, Rekha M.D.
 Mohammad, Shahida M.D.
 Nigam, Pronoti M.D.
 Padua, N. Thad M.D.
 Padua, Rosemarie M.D.
 Park, Kyung-Sook M.D.
 Patel, Mandakini M.D.
 Qureshi, Farda M.D.
 Rebong, Kenneth M.D.
 Rebong, Marie Anson M.D.
 Reyes, Erlinda M.D.
 Ruiz, Angelica M. M.D.
 Sachdeva, Virender M.D.
 Sathappan, Meena M.D.
 Saw, Jenny M.D.
 Sehhat, Mina M.D.
 Shahrivar, Fardis M.D.
 Stein, Sima M.D.
 Tran, Di Dac M.D.
 Truong, Hien M.D.
 Truong, Mong-Hoa M.D.
 Vazquez, Alicia M.D.
 *Vu, Christopher M.D.
 Yam, Marina M.D.
 Yau, Kenneth Kwong M.D.

***CLOSED TO NEW PATIENTS**

Physicians Medical Group of San Jose includes a large number of Specialists, and is not limited to Primary Care Physicians listed above.

Visit our website pmgmd.com for more information including languages spoken, address and phone. Click eFind a PMG Doctor from our home page.