

**San Carlos Office**

**1620 San Carlos Avenue  
San Carlos, CA 94070  
650-595-4221**

**Redwood Shores Health Center**

**290 Redwood Shores Parkway  
Redwood City, CA 94065  
650- 598-3160  
[www.pamf.org](http://www.pamf.org)**

**Redwood Shores Health Center is open  
Monday-Friday 7 a.m. to 6 p.m. and  
Saturday 9 a.m. to 12 p.m., 1 to 4 p.m. (For same day needs with the doctor on call. For non-immediate needs, please schedule Monday-Friday.)**

**While we work to improve access to your doctor, we want  
you to be familiar with his hours, policies and procedures:**

*Dr. Steven Howard*

**Office Hours:**

**Monday:** 8:30 a.m. to 12 p.m., 1:00 to 5:30 p.m. San Carlos Office  
**Tuesday:** 8:30 a.m. to 12 p.m., 1:00 to 5:30 p.m. San Carlos Office  
**Wednesday:** OFF  
**Thursday:** 8:30 a.m. to 12 p.m., 1:00 to 5:30 p.m. San Carlos Office  
**Friday:** 8:30 a.m. to 12 p.m., 1:00 to 5:30 p.m. **Redwood Shores Office**

Appointment Call Center	Monday to Friday Saturday	7 a.m. to 6 p.m. 8 a.m. to 12 p.m.	650- 595-4221
X-Ray 290 Redwood Shores Parkway, Redwood City	Monday to Friday	8:00 a.m. to 5:00 p.m.	650- 598-3160
Mammography 290 Redwood Shores Parkway, Redwood City	Monday to Friday	8:30 a.m. to 5:30 p.m.	650- 853-2955
Laboratory 290 Redwood Shores Parkway, Redwood City	Monday to Friday Saturday	7 a.m. to 5:30 p.m. 9 a.m. to 12 p.m., 1 p.m. to 3:30 p.m.	650- 598-3160
Adult Urgent Care 795 El Camino Real, Palo Alto	Every Day of the Year	7 a.m. to 9 p.m.	650-853-2959
Pediatric Urgent Care 795 El Camino Real, Palo Alto	Every Day of the Year	7 a.m. to 9 p.m. Appointment Required	650-853-4882
Medical Records (Release of Information)	Monday - Friday	8 a.m. to 4:30 p.m.	650-853-2963
Health Plans (Referral Questions)	Monday to Friday	9 a.m. to 4 p.m.	650-812-3700
Credit Office (Account Past Due)	Monday - Thursday Friday	9 a.m. to 4:30 p.m. 9 a.m. to 2 p.m.	650-812-3886
Finance Office (Billing Statement Questions)	Monday - Thursday Friday	9 a.m. to 4:30 p.m. 9 a.m. to 2 p.m.	650-812-3838

**Redwood Shores Health Center**  
**Health Policies**

**Appointments:**

- All appointment requests should be discussed with the Appointments Call Center. Usually, we can schedule you with your primary care provider the same day if your PCP is in the office that day.
- Your check-in time is 10 minutes before your appointment time.
- If you arrive **during** or **after** your scheduled appointment time you may be asked by your physicians' Medical Assistant or Nurse to either re-schedule your appointment or wait until an appointment becomes available. This allows us to be on time for the next patient.
- We will try our best to run on time, barring in mind any urgent matters that are unforeseen.

**Leaving Phone Messages:**

- Listen carefully to the phone message, as hours and days are subject to change.
- Leave detailed messages with the patient's first and last name (spelled correctly), date of birth, and insurance information if needed. Speak slowly and clearly.
- Messages left after the Office Hours listed on the front of this sheet will be returned on the next business day. (Please refer to "Office Hours" on the front of this sheet.)

**Prescription Renewals:**

- Contact your pharmacy **first**, even if you have no refills left. We do not process prescription refill requests on Saturday except for urgent needs.
- Prescription renewals are addressed usually within 2-3 business days.
- Prescriptions requiring triplicates: Call 3-5 days ahead.

**Forms**

- If you are requesting to have a form (i.e., sports physical, disability, etc.) filled out please forward them via mail or you may drop off the form at the front Reception Desk. Allow one business week for completion. Please specify if you would like to pick-up the completed form at the front Reception Desk or have it mailed to you.

**Lab Results:**

- Usually, lab results are received within 2-3 days; however; some results can take up to 1-2 weeks (i.e., complicated labs, radiology and pathology results).
- Most **normal results** will be sent via US mail to the patient.
- Most significantly **abnormal results** will be communicated via telephone with the patient.
- Patients using PAMFOnline will receive their results via PAMFOnline with the exception of certain serology and pathology results.

**After Hours and Urgent Care**

- If you have an urgent issue after hours, the on-call MD will be paged. Please avoid calling after hours for refills, appointment requests, and other issues that can wait until the next morning.
- Both adult and pediatric urgent care is available from our Urgent Care office at 795 El Camino Real, Palo Alto. (Please refer to hours on the front sheet).