



# My Family Medical Group

5475 Walnut Ave | Chino, CA 91710 | (909) 591-6446 | [www.MyFamilyMG.com](http://www.MyFamilyMG.com)

Welcome to My Family Medical Group! We look forward to providing you and your family quality medical care in a warm and friendly environment. Please let us know how we can help you feel at home in our office.

This letter contains answers to some of the most commonly asked questions. We hope you will find this information useful.

## **LOCATION**

**5475 Walnut Avenue  
Chino, CA 91710  
909-591-6446 or TTY/TDD users may call 711**

## **OFFICE HOURS:**

Monday through Friday 8:00 am to 5:00 pm.

## **URGENT CARE:**

Urgent Care hours:

Urgent care is located at the main office  
Monday through Friday 12:00 pm to 9:00 pm  
Saturday and Sunday 9:00 am to 8:00 pm  
Holiday hours may vary, please call ahead to confirm.  
Urgent Care 909-287-7501

**Non-Life-Threatening Emergencies** include sudden illnesses, open wounds, broken limbs, and severe pain. These conditions call for prompt attention, and should be treated in urgent care. .

**Life-Threatening Emergencies** include major injuries from an accident, severe chest pains, unconsciousness, difficulty breathing, and bleeding that does not stop when pressure is applied. These conditions require immediate attention at the nearest hospital.

**Please seek medical care for all non-life-threatening emergencies at the My Family Medical Group Urgent Care.**

## **Nurse Advice lines are open 24 hours per day, 7 days per week.**

Anthem Blue Cross: (800) 224-0336

Blue Shield of California: (877) 304-0504

Cigna: (800) 244-6224

Health Net: (800) 440-5724

United Health Care: (877) 365-7949

**PATIENT REGISTRATION:** For your convenience, the patient registration packet is located on our website [www.myfamilymg.com](http://www.myfamilymg.com) .

Please bring completed forms, insurance card, photo ID and all of your current medications to your first appointment.

If you would like us to mail you a patient registration packet or have, any questions please call 909-591-6446 or TTY/TDD 711.

In today's busy world we understand that occasionally situations arise that might make it necessary for you to cancel/reschedule your appointment with our office. We request that you provide at least a 24-hour notice of cancellation/rescheduling. This courtesy allows us to use the time that was reserved for you to help other patients in need.

As part of our contract with the insurance companies, we are legally required by the terms of the contract to collect any co-pays or deductibles from you at the time of service. We ask that you be prepared to pay your co-pay at the time of check-in. Your account will be assessed an additional charge of \$25.00 if your co-payment is not paid at the time of service. For your convenience we accept cash, checks, MasterCard and Visa. **Please keep this letter for future reference.** Should you have any questions, feel free to call the Patient Services Department at (909) 287-7542 or email questions, comments or concerns to [admin@chinomedicalgroup.com](mailto:admin@chinomedicalgroup.com).

We look forward to meeting you and serving your medical needs now and in the future.