

### Project Access San Diego Physician FAQ's:

**1. What is the purpose of your program?**

Project Access San Diego (PASD) increases access to health care for the medically underserved by linking low-income, uninsured adult San Diegans with physician volunteers who agree to see a limited number of patients pro-bono in their medical office. Project Access coordinates every aspect of the program so that there is limited extra work for the physician volunteer or office staff.

**2. Who is eligible to be part of your program?**

All referrals are screened by our CMO, Dr. Jim Schultz, before we send for your approval. A patient is eligible for PASD if meet the following criteria:

- A. Uninsured (Does not have private health insurance and cannot receive access through any public health insurance program)
- B. Adult resident of San Diego County
- C. Under 250% of the Federal Poverty Level

**3. How does volunteering work?**

Physicians participate by accepting referrals from community clinics through Project Access. Each physician specifies how many referrals he or she is willing to volunteer to see each year. Ideally, specialists are asked to see 1 new patient per month but we work with what you are most comfortable with.

**4. What if the patient needs other resources that cannot be provided in my office?**

If a patient needs surgery, imaging, or another service which cannot be provided in the physician's office, please fax a written request to Project Access at (858) 560-0179. Project Access has partners in the community that will provide many of these services at no cost to the patient. Upon receipt of your request, Project Access will coordinate all aspects of this type of care. If you would like a list of our partners please let us know.

**5. What if the need is out of your scope of practice?**

If you feel the need is out of your scope of practice or you would prefer not to see a particular patient, you are under no obligation.

**6. Will the program cover medications?**

Project Access will only cover prescriptions prescribed by the PASD specialist physician, and will not cover other prescriptions obtained before or after participating in this program.

**7. What if I need to order laboratory testing?**

If the specialist needs to order laboratory testing, we ask that the physician volunteer fill out a lab slip and **remind the patient to have these drawn at their community clinic**. Project Access case managers will help coordinate laboratory testing between the specialist and the community clinic.

**8. What about technician fees?**

A physician volunteer may recommend a test for a patient that is associated with an out of pocket expense or a fee to pay a technician. If this happens with a Project Access patient, please call **858-300-2777** and ask to speak to the PASD Manager. Project Access may be able to pay for these fees. Physician volunteers are not expected to do so.

**9. Since I will be donating my time, what is your patient no show rate?**

Project Access boasts a 99% show rate for patients as a result of our case management services. *These services include providing transportation and interpretation services if needed at no cost to the patient and physician volunteer, coordinate surgical and ancillary services, working with your office staff to schedule patients, and coordinate any other type of resource requested by the physician volunteer.*

**10. What about liability?**

All Project Access patients are asked to sign a Patient Rights and Responsibilities form stating that they will not pursue litigation in the event of an unfavorable outcome for care received through Project Access. In most cases, physician volunteers have liability insurance with full practice coverage. Please contact your malpractice carrier if you have any questions.

**11. I want to volunteer but how does billing work?**

The physician volunteer has agreed to see these patients free of charge. However, so that we may track the value of your generous services please mail or fax all claims to Project Access.

**12. Will my administration allow me to participate?**

We have agreements and partnerships with most surgery centers and hospitals which allow physicians to see our patients in their offices. We have volunteers seeing patients at Scripps, Sharp, Alvarado, Tri-City and more. Please contact us if you have any questions.

Thank you for considering becoming a Health Champions for Project Access San Diego. We promise that you will enjoy your experience providing care for the most vulnerable of San Diego. If you have any further questions or concerns feel free to contact Andrew Gonzalez at [Andrew.Gonzalez@ChampionsFH.org](mailto:Andrew.Gonzalez@ChampionsFH.org), (858) 300-2787.