

Date

«FirstName» «LastName»  
«Address»  
«City», «State» «ZipCode»

Dear «Title» «LastName»:

Thank you for your interest in Operation Access. We are a non-profit organization providing free surgical care through a network of hospitals and volunteer surgical teams. Operation Access provides general outpatient surgery at no charge to individuals who do not have health insurance and cannot afford the cost of care.

Since 1994, we have treated over 300 patients and over 600 individuals have been referred to our program.

We will call to let you know the name of the surgeon and hospital to which you will be assigned. In some cases, the surgeon's office will contact you directly or we will ask you to contact your assigned surgeon. This may take up to one month.

As an Operation Access patient, you are asked to keep in touch with us and to provide the following information:

1. **Notify us of the date of your first medical appointment and date of surgery if the surgeon contacts you directly. We will need this information for our records and to ensure that you will not be billed.**
2. Please call our office if you are planning to be out of town for an extended period of time.
3. If you receive a bill from the hospital, please contact our office. As an Operation Access patient, you receive all services free-of-charge.
4. Approximately six weeks after your procedure, we will send you a survey. Please complete and return this to our office. We use the information you provide to improve our services.

Please call our office at anytime if you have any questions, concerns or require additional information. Our telephone number is (415) 522-9830.

Sincerely,

Tina Ahn  
Executive Director

Mona Madry  
Patient Care Coordinator

cc: «Referral\_Source\_clinician», «Referral\_Source»