

Bone Mineral Density (DEXA Scan)

Outpatient Examination Instructions



Appointment

Date:

Time:

If you need to cancel or reschedule your appointment, please call (408) 554-9800.

Arrival time for appointment

Arrive **30 minutes before** your scheduled procedure time to allow ample time for parking. While there are over 3,000 parking spaces available onsite, there will be times when parking can be difficult. For that reason, we encourage you to use the Valet Parking Service located at Homestead West Lobby of the Medical Office Building. There is no cost to this service and no gratuities are expected or accepted by the valets. You can even call ahead to have your car available for your departure from the medical center.

Please do not bring children that cannot be left unattended.

Appointment instructions

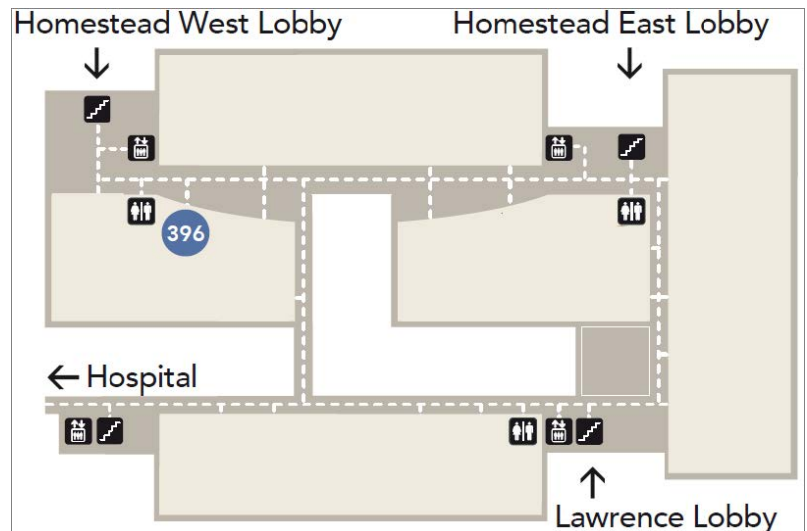
- The DEXA scan takes only 10-15 minutes and will be scheduled at Kaiser Permanente Santa Clara, in the Women's Imaging Department.
- Pregnant patients, please inform your primary care provider.
- Wear comfortable clothing (preferably without zippers or metal around the waist area).

Bone Mineral Density (DEXA)

Your medical provider requests that you have a Bone Mineral Density test (also called "DEXA" scan). This non-invasive diagnostic test evaluates your bone mass to see if you are at risk for fractures due to osteoporosis.

Santa Clara Medical Center Women's Imaging

710 Lawrence Expressway
Floor 3, Dept 396
Santa Clara, CA 95051-5173



CALL US BEFORE YOUR PROCEDURE.

**YOU MAY BE ASKED TO MAKE A PAYMENT ON THE
DAY OF YOUR EXAM.**

Your health and peace of mind are important to us. To help ensure that you'll be properly prepared for your scheduled procedure, please give us a call.

Depending on your health plan, you may be asked to make a payment or deposit when you check in on the day of your procedure.

If you have a deductible plan

If you have a deductible plan, you may be asked to pay a deposit toward the full amount of the charges for your visit. After your visit, you will receive a bill for the remainder of the balance, based on the procedure performed and specific benefits of your plan. To find out what the full amount will be, visit us at kp.org/memberestimates or call 1-800-390-3507, weekdays from 7 a.m. to 5 p.m., and select option 2.

If you do not have a deductible plan

If you do not have a deductible plan and have questions about your benefits or want to know your payment amount for your procedure, visit us at kp.org/memberestimates or call our Member Service Call Center at 1-800-464-4000 or 1-800-777-1370 (TTY for the deaf, hard of hearing, or speech impaired), weekdays from 7 a.m. to 7 p.m. and weekends from 7 a.m. to 3 p.m.

Making your payment

You may pay by credit card (Visa, MasterCard, American Express, or Discover Card), personal check, or cash, or you may use your ATM/debit card.

If you need financial assistance

Kaiser Permanente offers financial assistance. If you are concerned about your ability to pay your cost share or deductible deposit, or if you do not have health insurance, our Medical Financial Assistance and Discount Payment Program may be able to help. For more information or to obtain an application, log on to our Web site at kp.org/mfa. You may also call toll free at **1-866-399-7696**, weekdays from 8 a.m. to noon and 1 to 5 p.m., or you may speak with one of our local Kaiser Permanente financial counselors.

kp.org