



**UCSF** Helen Diller Family  
Comprehensive  
Cancer Center

Center for Colorectal Surgery  
1825 4<sup>th</sup> St, 4<sup>th</sup> floor, Box 1705  
San Francisco, CA 94158  
P: 415-885-3606  
F: 415-885-7678  
<https://www.ucsfhealth.org/clinics/center-for-colorectal-surgery>

## BEST WAYS TO REACH US

### MyChart (Non-urgent matters)

[ucsfmychart.org](https://ucsfmychart.org)

415-514-6000

Use MyChart to communicate with your care team, view test results, get medication refills, and more. You can expect to get a response within 2-3 business days. For urgent matters, please call the main office at 415-885-3606.

### Main line (8 AM - 5 PM)

415-885-3606

Use this number to schedule, change or cancel appointments, or for concerns that need to be addressed on the same day.

### Nursing line (8 AM - 5 PM)

415-476-3742

Use this number for urgent medical concerns, such as unexpected or uncontrolled symptoms, fever, etc.

### After hours urgent questions

(5 PM – 8 AM, weekends & holidays)

415-885-3606

Use the after-hours answering service to reach a care provider, who will call you back to respond to your urgent concern.

### Prefer another language?

¿Prefiere hablar en español?

您較喜歡說中文嗎?

415-353-2690

UCSF offers free interpreting services.

UCSF ofrece servicio de interpretación sin costo para usted.

UCSF 提供免費的翻譯服務。

## OTHER USEFUL NUMBERS

### Concerns About Your Care?

We recommend speaking to your doctor or nurse regarding concerns about your care. If you are uncomfortable doing so, you can contact, Deisy Ruiz at 415-370-7756, who oversees the day-to-day operations of the Colorectal Surgery department. You can also contact Patient Relations at 415-353-1936.

### Emergency

911

In the case of an emergency, dial 911.

### UCSF Operator

415-476-1000

Operators connect you to UCSF departments and staff, as well as patients staying in the hospital.

### UCSF Medical Records

415-353-2221

[ucsfhealth.org/medical-records](https://ucsfhealth.org/medical-records)

For test results or clinical notes that aren't available in MyChart, you can request copies by contacting our medical records department.

## OTHER USEFUL NUMBERS

<b>Patient Financial Services</b> <b>866-433-4035</b> e-mail: <a href="mailto:Patient.financialservices@ucsf.edu">Patient.financialservices@ucsf.edu</a>	This office helps explain your medical bill, works with you to make a payment plan, or can reduce your bill, if you qualify.
<b>UCSF Gastroenterology (GI)</b> <b>415-502-4444</b>	This UCSF department specializes in the prevention, diagnosis, and treatment of liver and digestive tract diseases. If you were referred to UCSF GI by our Colorectal Surgery clinicians or another provider, you can call them to schedule an appointment. This is the department that performs colonoscopies and other GI scope procedures at UCSF.
<b>Pre-Admissions</b> <b>Mission Bay hospital: 415-476-1099</b> <b>Parnassus hospital: 415-353-1553</b>	In some cases, patients may need to be pre-admitted prior to their surgery date. If so, the preadmissions team will call you on the day of your planned preadmission to let you know what time you should arrive at the hospital. You can also contact them to inquire about arrival time and other pre-admission questions.
<b>Prepare</b> <b>(Mission Bay campus) 415-885-7241</b> <b>(Parnassus campus) 415-353-1480</b>	If you are scheduled for a surgical procedure at UCSF, our Prepare department will evaluate your readiness for anesthesia and surgery, and ensure that you complete the necessary tests before your operation. The Prepare team will call you to schedule and conduct your pre-surgical evaluation. They will also help coordinate your required pre-surgical COVID test if you are having this performed at a non-UCSF testing location.
<b>Psycho-Oncology</b> <b>415-353-7019</b> <a href="https://www.ucsfhealth.org/clinics/psycho-oncology">ucsfhealth.org/clinics/psycho-oncology</a>	The Psycho-Oncology team offers individual psychology and psychiatric counseling and group visits for cancer related concerns and is covered by most insurance plans.
<b>UCSF Radiology Scheduling</b> <b>415-353-3900</b>	If a UCSF provider ordered a radiology exam for you, please contact the UCSF radiology department to schedule. Example of exams include MRI, MR Rectal, CT, PET CT, US, Xray, etc.
<b>Social Worker</b> <i>Ask for a referral or call</i> <b>415-514-1707</b>	Social workers provide emotional support and short-term counseling, and can provide information about <b>insurance and disability</b> benefits and <b>community resources</b> . You can also reach out to them if you are having difficulty with traveling to and from your appointments or need help with hotels and lodging. To reach a social worker, ask a member of the care team for a referral. Or you can call the main Social Work number at <b>415-353-4762</b>
<b>Thank someone who works at UCSF</b>	To recognize and thank an exceptional staff member, go to <a href="https://www.ucsfhealth.org/thank-an-employee-or-physician">https://www.ucsfhealth.org/thank-an-employee-or-physician</a>



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### COLORECTAL SURGERY CARE TEAM

We use a multi-disciplinary approach to provide you with the best care possible. In addition to being seen by your attending physician, you will be seen by several other members of the care team.

#### Physicians and Advance Practice Providers

Physicians (MDs), Physician Assistants (PAs), and Nurse Practitioners (NPs) are responsible for your treatment and care.

- ❑ Hueylan Chern, MD
- ❑ Emily Finlayson, MD
- ❑ Ankit Sarin, MD
- ❑ Madhulika Varma, MD
- ❑ Elizabeth Wick, MD
- ❑ Alexandra Hom, PA
- ❑ Diana Rego, NP
- ❑ Rebeca Salmon, NP
- ❑ Nuala McNulty, NP

#### Registered Nurses (RNs)

Registered Nurses can help you with symptom management and can answer many of your medical questions.

- ❑ Coming Soon!

#### Practice Coordinators (PCs)

Practice Coordinators answer phones, schedule appointments, coordinate with your insurance company, and assist with other *non-clinical* needs.

- ❑ Narimane Badawi (Drs Finlayson & Wick)  
P: 415-885-7676
- ❑ Allison Brown (New Patient Coordinator)  
P: 415-885-3798
- ❑ Dominic Buerkle (Dr. Varma)  
P: 415-885-3621
- ❑ Marygrace "Grace" Gascon (Drs Chern & Sarin)  
P: 415-514-4818

#### Social Workers

- ❑ Allison Zaitchik, LCSW P: 415-514-1707

#### Other Personnel

- ❑ Rebecca Brassfield, Administrative Director  
P: 415-802-7025
- ❑ Joe Gonzales, Nurse Manager  
P: 415-713-9147
- ❑ Deisy Ruiz, Practice Supervisor  
P: 415-370-7756
- ❑ Maggie Huang, Front Desk Supervisor  
P: 415-514-1659
- ❑ Bryan Salazar, Medical Assistant Supervisor