

Indus Medical Associates FAQ and Information

About Indus Medical Associates

We are primary care providers focusing on preventive care, acute and chronic diagnosis, and management. Our team is dedicated to providing evidence-based and compassionate care to help our patients lead healthier and more fulfilling lives.

Office Information

- **Office Hours:** Monday–Friday: 9 AM–5 PM, Saturday–Sunday: Closed
- **Contact Numbers:** (760) 202-0686, (760) 770-4563
- **Email:** info@indusmedicalassociates.com
- **Addresses:**
 - 35400 Bob Hope Drive, Suite 209, Rancho Mirage, CA 92270
 - 791 Orchard Street, Coachella, CA 92236

Meet Our Team

- **Syed F. Azam, MD** – Board Certified Internist, specializing in evidence-based and compassionate care.
- **Amar Parimi, MD** – Family Medicine, offering a broad range of primary care services including managing diabetes, high blood pressure, preventive measures, and treating acute conditions.

Services We Offer

- Primary Care
- DMV Physicals
- Weight Management
- Preventative Care
- Immigration Physicals
- Women's Health
- Sports/School Physicals

Frequently Asked Questions

What if I lost the information for my referral?

1. Send us a message through your patient portal at <https://11678.portal.athenahealth.com/?CSRFPROTECT=526fbe140af1b65b47b1b1e6274ac5d8>. We will look into it and send referral information within 48–72 hours.
2. Set up an account in your insurance's patient portal (e.g., IEHP) to check the status of your referrals online.

How long does it take for my referral to get approved?

Referrals are usually approved within seven days, depending on your insurance. You will receive authorization by mail once approved. Check your referrals status through your insurance patient portal or send a message via our patient portal at <https://11678.portal.athenahealth.com/?CSRFPROTECT=526fbe140af1b65b47b1b1e6274ac5d8>, or call us at (760) 202-0686 for assistance.

How can I get access to my medical records?

Log in to your patient portal at <https://11678.portal.athenahealth.com/?CSRFPROTECT=526fbe140af1b65b47b1b1e6274ac5d8> to access your records. You can make a copy of your records once available. For further assistance, call our office at (760) 202-0686 to speak with our medical records department.

What type of information can I find on my patient portal?

The patient portal provides access to your medical record, including test results, medication list, care summary, vaccination record, and more.

How do I access my patient portal?

Visit <https://11678.portal.athenahealth.com/?CSRFPROTECT=526fbe140af1b65b47b1b1e6274ac5d8> or our website at indusmedicalassociates.com and click on "patient portal" to log in. If you do not have an account, click "sign up" to create one.

How do I communicate with my provider?

The best way to communicate is through the patient portal at <https://11678.portal.athenahealth.com/?CSRFPROTECT=526fbe140af1b65b47b1b1e6274ac5d8>. Your provider or medical assistant will respond within one business day. Alternatively, call our office at (760) 202-0686.

What to do when reading your medical notes?

- Review the care plan (sometimes called "Assessment and Plan") for medication changes and new orders.

- Wait for your doctor to contact you regarding laboratory, imaging, or pathology results before worrying about measurements or findings.
- Verify your medication list for accuracy and report any major errors or missing information (e.g., allergies).
- Share your medical notes with those involved in your health care.

What to avoid when reading your medical notes?

1. Do not get caught up in medical jargon, terminology, or abbreviations.
2. Do not feel that all language in the notes is directed at you personally.
3. Do not attempt to interpret procedure notes, pathology, laboratory, or imaging reports without consulting your doctor.

Are labs, radiology, and referrals ordered by my provider covered by my insurance?

Labs, radiology, and referral orders are recommended by your provider. Please check with your insurance for coverage details.

How do I get a refill on my medication?

If your medication bottle indicates zero refills, contact your pharmacy to request a refill from our office and wait 24 hours. For any issues, send a message through the patient portal.

What is Indus Medical Associates' cancellation policy?

If you cannot attend your appointment, please inform us 48 hours in advance so we can offer the slot to someone else.

What do I do if I have a medical emergency?

For emergencies, call 911 immediately. For urgent issues, walk in to our office between 9–11 AM or 1–3 PM, or send a message via the patient portal at <https://11678.portal.athenahealth.com/?CSRFPROTECT=526fbe140af1b65b47b1b1e6274ac5d8>. We will respond within one business day.

Do I need to bring my medication bottles for every appointment?

Yes, bringing your medication bottles helps us confirm proper usage and clarify the purpose of your medications.

How often should I schedule an appointment with my PCP?

- If you are healthy and not taking medication, see your primary care provider (PCP) once a year for a routine exam/annual wellness visit.
- If you have a chronic health condition and are taking medication, see your PCP every six months.

What are my risks of developing heart disease?

If you are 40 years or older, your provider will order tests to assess your 10-year risk of developing coronary artery diseases (heart disease) based on the results.

What do I need to bring for my first visit?

Please bring:

1. Your insurance card and a valid photo ID.
2. Your complete vaccination record and medication bottles/list.
3. Information about your previous PCP and consultants.
4. Copies of previous EGD and colonoscopy reports, if available.

What do I need to bring for my Immigration Physicals appointment?

Bring:

1. Two types of identification (e.g., valid state drivers license or state ID and passport).
2. Vaccination records, including proof of:
 - Measles, Mumps, Rubella
 - Hepatitis B and Hepatitis A (high-risk patients only)
 - Pneumococcal vaccine (65+ patients)
 - Influenza vaccine (during flu season)
 - Meningococcal vaccine (children 11–18)
 - Varicella
 - TDaP
 - Polio vaccine (children 2 months–6 years)
 - COVID-19 vaccine

- H-Influenzae type B vaccine (children 1–5 years)

Does everything I say to my doctor remain confidential?

Your medical record is confidential and protected. It will not be shared without your consent.

Can I get the COVID vaccine without health insurance?

Yes, the COVID vaccine is free for the public.

COVID-19 Breakthrough Infections

What is a breakthrough infection?

A breakthrough infection occurs when a fully vaccinated person contracts COVID-19. For example, if you have received both doses of a COVID-19 vaccine and still get infected, this is a breakthrough infection. The Omicron variant is known for causing breakthrough infections.

How do I protect myself against a breakthrough infection?

COVID-19 vaccines act as a shield, not an impenetrable barrier, and provide protection against the Omicron variant. Booster shots of the Moderna or Pfizer-BioNTech vaccine offer robust protection against severe disease. Your likelihood of a breakthrough infection is lowest if you have received a booster shot.

What should I do if I test positive for COVID-19?

- Most breakthrough cases cause mild to moderate symptoms, such as cough, sore throat, muscle aches, or low fever. Symptoms may differ from those in unvaccinated individuals.
- If you suspect exposure or have symptoms, contact your healthcare provider to determine next steps (e.g., testing/confirmation).
- Per CDC guidelines:
 - If asymptomatic but testing positive, isolate for five days. If no symptoms persist, resume normal activities but wear a mask around others for an additional five days.
 - Test for COVID-19 on day five after exposure.
 - If symptomatic, quarantine immediately until a negative test confirms symptoms are not due to COVID-19.
 - After ten days, you may resume normal activities if symptoms are improving and you have been fever-free for 24 hours without fever-reducing medication.

You may still test positive but are not considered contagious.

Should I ask my doctor about COVID-19 infection therapies?

Yes, especially if you have conditions that increase your risk for severe illness or if symptoms worsen after a few days. Contact your doctor for guidance. Avoid the emergency room unless you have severe symptoms (e.g., breathing difficulties) or your provider instructs you to seek urgent care.

General Health Advice

What is the best way to keep myself healthy?

Maintain good health by:

1. Adopting a plant-based diet with legumes and whole grains, avoiding plain carbohydrates and fried foods.
2. Ensuring 7–8 hours of sound sleep.
3. Following an exercise routine including cardio, muscle training, and concentration exercises.

What do I do if I have allergies (e.g., runny nose, itchy eyes, sneezing)?

1. Identify allergens (e.g., dust, cat dander, pollen) causing symptoms.
2. Use over-the-counter (OTC) medications such as Zyrtec, Allegra, Claritin tablets, or Flonase/Nasacort nasal sprays for up to seven days.
3. Seek medical attention if symptoms do not improve or worsen.

What kind of OTC medication can I take for a cold or cough?

1. Stay well-hydrated.
2. Use OTC medications such as DayQuil (tablets/liquid), Theraflu sachets, Coricidin soft gels, Delsym cough syrup, or Halls cough drops.
3. Seek medical attention if symptoms do not improve within 48–72 hours or worsen.

What do I do if I have a fever?

1. Use cold compresses on armpits, groin, and neck to reduce temperature below 101°F.
2. Consider OTC medications such as Tylenol or NSAIDs (e.g., Advil, Aleve, Motrin).

3. Seek medical attention as soon as possible.

What do I do if I have muscle, back, or joint pain?

1. Rest, apply ice, and use compression.
2. Use OTC pain medications such as Tylenol or NSAIDs (e.g., Advil, Naproxen, Motrin).
3. Seek medical attention if symptoms do not improve or worsen.

What do I do if I have constipation?

1. Use OTC medications such as Miralax, Milk of Magnesia, Senna tablets, or glycerin suppositories.
2. Seek medical attention if you experience abdominal pain or fever with constipation.
3. Prevent constipation by eating high-fiber foods (e.g., vegetables, whole grains) and avoiding plain carbs (e.g., bread, cookies, pasta) and high-fat foods (e.g., fried foods).
4. Discuss constipation with your PCP.