



Welcome home to Fresno Family Practice Center! Thank you for allowing us to provide you with the best healthcare that we are capable of providing. I wanted to make a brief introduction while you are waiting to be shown to an examining room.

First, here is a short biographical sketch. I have been married now for over 17 years and have 3 children ranging in age from 5 – 16. I graduated from Point Loma Nazarene College (now University) in San Diego in 1990 with a B.A. in biology. I attended Ross University School of Medicine and graduated in 1996. I did my Family Practice residency at UCSF-Fresno Family Practice Program at the University Medical Center here in Fresno and was chief resident in my final year. I am board-certified by the American Board of Family Practice and I am a proud member of the American Academy of Anti-Aging Medicine. By the end of 2004, I will be certified by the American Academy of Anti-Aging Medicine. I provide all aspects of family medicine except one: I do not deliver babies (I like to sleep sometime!). I am the medical director of *Community Home Palliative Care Program* and do a lot of end-of-life care for individuals who are nearing the end of their lives.

Being a board-certified Family Practitioner allows me the freedom to perform many different procedures and I was trained in managing many different chronic illnesses. My policy is that I will refer you to a specialist when I feel that your condition is reaching the limits of my knowledge base.

My practice includes the following:

- **General ambulatory medicine**
  - coughs/colds/fevers
  - infections
  - annual physical exam
- **Anti-Aging Medicine**
  - bio-identical hormone replacement therapy (implanted/transdermal) – both male and female hormones
  - weight loss (Medifast®)
  - herbs/supplements/nutritional protocols by prescription
  - human growth hormone therapy
  - improving performance and maintaining high levels of functioning later in life

- **Management of chronic conditions**

- male loss of drive/energy
- female low libido
- diabetes mellitus (specifically Type II)
- asthma
- emphysema/COPD
- high cholesterol
- high blood pressure
- dementia
- osteopenia/osteoporosis

- **Gynecological procedures**

- Pap smears
- colposcopy with biopsy when the Pap smear is abnormal
- cryotherapy (freezing) of the cervix, if warranted
- infertility counseling
- contraceptive counseling (however, I only prescribe monthly pills, i.e., no “morning-after” pills or emergency contraception)

- **Dermatological procedures:**

- botox treatments to the eyes and forehead
- collagen injections to the lips and face
- mesotherapy treatments for body sculpting and for the “refreshing” of collagen to the face and breasts, i.e., a homeopathic face and breast lift
- microdermabrasion – to remove fine wrinkles, acne scars, sun/age spots, and to increase the tone of the skin.
- cosmetic removal of veins in the nose
- cosmetic removal of superficial spider veins in the legs
- cosmetic removal of warts and bothersome moles
- cosmetic removal of skin tags
- biopsies of suspicious moles and skin lesions
- management of acne

- **Orthopedic procedures**

- tendon, bursa, and trigger point injections
- diathermy (deep heating)
- electrical stimulation (for pain)

- **Simple surgical procedures:**
  - hormone pellet insertion
  - toenail removal
  - drainage of abscesses
  - suturing larger cuts
- **Chronic pain management**
  - chronic opioid medical therapy only (no interventional) with modalities
  - work in conjunction with ancillary personnel
- **Worker's Compensation cases** (not primary care unless permanent and stationary)
- **Personal Injury cases**

The office has an almost complete laboratory. We do EKGs and spirometry (for asthma and emphysema), as well as nerve conduction studies. Those tests that we have to send out, we normally get back within the next two days to two weeks.

A new addition to our extensive equipment available here is the Norland XR-46 (the *only one* in the Fresno area). This device measures not only bone density for the screening of osteoporosis, but it also has the capability to measure whole body fat and analyze the amount of fat and lean muscle tissue throughout your body using DEXA technology (pencil-beam X-ray absorption).

The ages of my patients range from 4 to 105. This office is not equipped to do newborn care nor the routine vaccinations of childhood at this time. The younger children I normally see on an emergent basis when you are not able to get your child in to see his/her doctor for a cough or the flu.

As you can tell by this brochure, I enjoy teaching and educating my patients on a number of topics. You will find brochures in every room and the titles will vary. Please feel free to take any home that you would like to share with friends and family.

I believe that the best way to get the most out of our relationship is to work as a team. I do not believe in the "paternalistic" model of medicine in which you, the patient, do everything the doctor tells you to do without question. You are paying me for my knowledge, skill, and expertise in practicing medicine but ultimately it is *YOUR* decision as to what to do. I help you make an informed medical decision. I also believe in simple honesty in our relationship. I will always try to be tactful but if I must make a point that is important and I

want to be sure that I am not misunderstood, I will be blunt (at least *politely* blunt).

However, there is *one* aspect that I will place all of the responsibility upon YOU. If you leave my office confused and not understanding what I explained to you, you are in error. I *demand* that you stop me **ANYTIME** that you do not understand something that I have said so that I may explain it to you further or in different terms. *If you do not understand what is wrong with your body, how can you be expected to participate fully in your care?*

Finally, there are times when I may be *running late* seeing you for your scheduled appointment. I will apologize in advance; however, I spend *whatever time* is necessary with my patients and sometimes that is quick and other times it is longer than what was scheduled. I know that this may be frustrating to you, but imagine **you** are the patient that I need to spend extra time with, *e.g.*, a new diagnosis of diabetes or cancer, or you have multiple questions about your complex medical condition. Would you want me to rush you out of my office because you were "over" the 15 minutes of scheduled time? So please be understanding. ***If you feel that you cannot wait, then I would ask that you not begin treatment here and seek care elsewhere...***it would be very frustrating for you as well as frustrating for us. If you do decide to continue getting your medical care done here, we will always try and make sure that your visit is well worth the wait.

Sincerely,



William R. Work, M.D