WELCOME

We are so glad you are a patient at LA Health Services and have a primary care doctor. Our mission is to advance the health of our patients our communities by providing extraordinary care. We are integrated health system with over 1,000 doctors across more than 25 locations to serve you.

**Important**

Health Services is committed to anti-racism, and to serving all patients with dignity and respect.

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ABOUT US
You Have Access to Many Health Care Services

- Primary & Preventive Care
- Specialty Care
- Inpatient Hospital and Surgical Care
- Emergency Care
- Urgent Care
- Laboratory & Radiology Services
- Mental Health Services
- Substance Use Disorder Services
- Treatment Services to Help You Stop Smoking
- Medicines & Pharmacy Services
- Nurse Advice Line
- Physical, Occupational & Speech Therapy

Health Services: dhs.lacounty.gov
HEALTH SERVICES INFORMATION
Your Information is Safe with Us

Your privacy is very important to us.

We only use your personal information to give you quality health care.

We do not share information about patients with immigration or the police.

IMPORTANT PHONE NUMBERS

Health Services Information Line: 1-844-804-0055
Health Services Mail-Order Set Up: -213-288-8480
Health Services Mail-Order Pharmacy Refills: 1-800-500-1853
Nurse Advice Line: 1-844-804-0055
TTY/VCO/HCO to Voice, 711 for California Relay Service (CRS)
Mental Health Counseling and Services: 1-800-854-7771
Substance Abuse Service Helpline (SASH): 1-844-804-7500
Kick It California: 800-300-8086 (English) / 800-600-8191 (Spanish)
Specialty Care Scheduling: For new patients: 1-855-521-1718

LA CARE MEMBERS:
Transportation: 1-877-431-2273
Nurse Advice Line: 1-800-249-3619

HEALTH NET MEMBERS:
Transportation: 1-855-253-6863
Nurse Advice Line: 1-800-893-5597

YOUR HEALTH CARE TEAM
Staff working together to care for you.
Your medical home is where you get your routine care.

Doctor, Nurse Practitioner or Physician Assistant
Medical Assistant, Nurse, Care Manager
Community Health Navigator
Health Educator
Mental Health and Substance Use Disorder Counselor
Social Worker

Important
Your primary care provider may be a doctor, nurse practitioner or physician assistant. All can prescribe medication and are trained to take care of you.
VISITS AT YOUR MEDICAL HOME
3 Steps to a Successful First Visit

1. CALL AND MAKE YOUR APPOINTMENT.
   Call your medical home to make an appointment. The phone number of your medical home is on your new patient letter and on our website at dhs.lacounty.gov/appointments. Call right away if you need to cancel or reschedule.

2. BE ON TIME FOR YOUR APPOINTMENT.
   Give yourself plenty of time to get to your clinic and find parking. Check your LA Health Portal for a campus map. Call your medical home if you need directions. If you are late, you may have to be rescheduled.

3. WRITE DOWN YOUR QUESTIONS.
   Our doctors and nurses expect you to have questions. By talking to your health care team, you will learn about your diagnosis and treatments, which can improve your health.

Language Access Services (interpreters), including Sign Language services are available free of charge. Call your clinic before your appointment, so we can coordinate language service that best meet your needs.

Important

Phone and Video visits are available. Talk to your care team about your needs and options.
The new LA Health Portal can save you time by allowing you to access your own health information from your smartphone, tablet, or computer without having to wait on the telephone or travel to the clinic.

You can call your clinic to give access to a caregiver who can view this information for you.

1. Go to the website: [dhs.lacounty.gov/LAHealthPortal](http://dhs.lacounty.gov/LAHealthPortal) to create an account or ask your medical home to email you an invitation or call 844-804-0055.

2. Download the LA Health Portal app for Apple iOS or Android devices.

SIGN UP AND USE THE APP FOR FREE

PHARMACY

WHAT ARE PRESCRIPTION MEDICINES?

- Prescription medicines require written instructions from your doctor. You get them from a pharmacy.
- You may be able to receive a 90-day supply of your medicine. Ask your doctor.
- If you have questions about possible side effects or medicines that must not be taken together, ask your doctor or pharmacist.

WHERE DO I GET MY MEDICINES?

- The easiest place for you to get your prescription medicines is at the pharmacy located in the clinic or hospital where you get your care. [dhs.lacounty.gov/our-services/pharmacy/](http://dhs.lacounty.gov/our-services/pharmacy/)
- If you have health insurance, you may be able to get some of your medicines at your local retail pharmacy. However, your medicines might cost more.
- If you are on a medicine that is expensive, it will almost always be easier and less expensive for you to get those medicines at a Health Services pharmacy.
A “refill” is a continuation of the medicines you have been taking.

Return to the same pharmacy where you first picked up your medicines to get your refills or sign-up to get them by mail.

**WHAT IS A REFILL?**

CALL 800-500-1853 TO ORDER REFILLS.

SIGN-UP AT YOUR LOCAL HEALTH SERVICES PHARMACY OR CALL 213-288-8480. IT’S FREE!

CALL 800-500-1853 TO ORDER REFILLS.

REFILLS WILL ARRIVE WITHIN THREE (3) TO SEVEN (7) BUSINESS DAYS.

OUT OF REFILLS?

Use the LA Health Portal app to submit the request for the medicines you need online. You can also call your medical home to request the medicines you need or schedule an appointment.

*Important*

If you are having side effects like a rash or a stomachache, DO NOT stop taking your medicines. Call your doctor for advice first!

If you feel you are having a serious allergic reaction to your medicines, or are having difficulty breathing, STOP taking your medications and call 911.
LABS / RADIOLOGY

WHERE TO GET LABS DONE
• Laboratory services include blood work, urine tests, and other tests your doctor decides you need.
  • If you go to the lab in the same clinic where your doctor works, your doctor will send an electronic order to the lab letting them know you need services.
  • If you go to a lab that is in a different clinic than where your doctor works, you should ask for a copy of the lab request and bring with you.
  • You do not need to make an appointment to go to the lab.
  • A list of labs is included on Page 14.

WHERE TO GET IMAGING STUDIES DONE
• We provide radiology services, such as mammograms and chest x-rays.
  • Your doctor will send an electronic order to the radiology department letting them know you need services there.
  • The radiology department will call you to schedule your imaging study.
  • If you have not been called within two (2) weeks of your doctor placing the order, call the radiology office at your clinic or hospital to make an appointment.
  • For some imaging studies, you may need to get labs done beforehand.

HEALTH SERVICES LAB SERVICES

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<th>WEEKENDS &amp; HOLIDAYS</th>
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<tr>
<td>BELLFLOWER HEALTH CENTER</td>
<td>Monday - Friday 7:30 a.m. - 4:00 p.m.</td>
<td>CLOSED</td>
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<tr>
<td>CURTIS TUCKER HEALTH CENTER</td>
<td>Monday, Tuesday, Wednesday, Friday 8:00 a.m. - 4:30 p.m. Thursday 8:00 a.m. - 5:00 p.m.</td>
<td>CLOSED</td>
</tr>
<tr>
<td>EAST LOS ANGELES HEALTH CENTER</td>
<td>Monday - Friday 8:00 a.m. - 4:30 p.m.</td>
<td>CLOSED</td>
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<tr>
<td>EDWARD R. ROYBAL COMPREHENSIVE HEALTH CENTER</td>
<td>Monday - Friday 7:30 a.m. - 5:00 p.m.</td>
<td>Saturday 8:00 a.m. - 4:00 p.m.</td>
</tr>
<tr>
<td>EL MONTE COMPREHENSIVE HEALTH CENTER</td>
<td>Monday 7:30 a.m. - 5:00 p.m. Tuesday - Friday 7:30 a.m. - 8:00 p.m. (Please check with facility to confirm hours of operation)</td>
<td>Closed Sundays &amp; holidays</td>
</tr>
<tr>
<td>GLENDALE HEALTH CENTER</td>
<td>Monday and Friday 7:45 a.m. - 3:30 p.m. Closed 12:00 noon - 1:00 p.m.</td>
<td>CLOSED</td>
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<tr>
<td>H. CLAUDE HUDSON COMPREHENSIVE HEALTH CENTER</td>
<td>Monday - Friday 7:30 a.m. - Midnight</td>
<td>Saturday - Sunday 8:00 a.m. - Midnight</td>
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<tr>
<td>HARBOR UCLA MEDICAL OUTPATIENT LABORATORY</td>
<td>Monday - Friday 6:30 a.m. - 7:00 p.m.</td>
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<td>HIGH DESERT REGIONAL HEALTH CENTER</td>
<td>Monday - Friday 9:00 a.m. - 8:00 p.m.</td>
<td>CLOSED</td>
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<tr>
<td>HUBERT H. HUMPHREY COMPREHENSIVE HEALTH CENTER</td>
<td>Monday - Friday 8:00 a.m. - 11:00 a.m.</td>
<td>Saturday - Sunday 8:00 a.m. - 11:00 a.m.</td>
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<tr>
<td>LAC-USC MEDICAL CENTER OPD - 4PSI</td>
<td>Monday - Friday 7:00 a.m. - 9:00 a.m.</td>
<td>CLOSED</td>
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<tr>
<td>LA PUENTE HEALTH CENTER</td>
<td>Monday - Friday 7:00 a.m. - 12:00 p.m.</td>
<td>CLOSED</td>
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<td>LONG BEACH COMPREHENSIVE HEALTH CENTER</td>
<td>Monday - Friday 7:30 a.m. - 4:30 p.m.</td>
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<td>MARTIN LUTHER KING, JR. OUTPATIENT CENTER</td>
<td>Monday - Friday 7:00 a.m. - 4:30 p.m.</td>
<td>CLOSED</td>
</tr>
<tr>
<td>MID-VALLEY COMPREHENSIVE HEALTH CENTER</td>
<td>Monday - Friday 7:00 a.m. - 6:00 p.m.</td>
<td>CLOSED</td>
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<tr>
<td>NORTHEAST HEALTH CENTER</td>
<td>Monday - Friday 8:00 a.m. - 12:00 noon</td>
<td>CLOSED</td>
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<tr>
<td>OLIVE VIEW-UCLA MEDICAL CENTER</td>
<td>Monday - Friday 7:00 a.m. - 4:30 p.m.</td>
<td>CLOSED</td>
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<td>RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER</td>
<td>Monday - Friday 7:45 a.m. - 4:30 p.m.</td>
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<td>SAN FERNANDO HEALTH CENTER</td>
<td>Monday - Friday 7:30 a.m. - 12:00 noon</td>
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<td>SOUTH VALLEY HEALTH CENTER</td>
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<td>TORRANCE HEALTH CENTER</td>
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<td>WEST VALLEY HEALTH CENTER</td>
<td>Monday - Friday 8:00 a.m. - 4:00 p.m.</td>
<td>CLOSED</td>
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<td>WILMINGTON HEALTH CENTER</td>
<td>Monday - Friday 7:30 a.m. - 12:00 noon</td>
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Hours may change, please check the website for the most updated information–dhs.lacounty.gov/our-services/diagnostic-services/labs/
SEEING A SPECIALIST

- Specialty care refers to higher-level medical services that usually require a request from your Primary Care Physician and approval from Specialist.

- Some examples of specialty care services are: Cardiology, Dermatology, Endocrinology, Neurology, Oncology and Urology – among others!

- Your primary care doctor will get advice from a specialty care doctor electronically through a system called eConsult.

- If your primary care and specialty care doctor agree that a visit is needed, you will receive a call from our scheduling team at 1-855-521-1718.

URGENT AND EMERGENCY CARE

URGENT CARE
Urgent care centers treat minor injuries and health problems that need to be handled same-day, but are not emergencies or life threatening.

WHAT DO I DO IF MY CLINIC IS CLOSED?
You should always call or go to your medical home for problems that are not immediately life threatening. If possible, wait until your clinic is open and call them.

1. If you need to speak to a doctor while your clinic is closed, an after-hours physician is available to talk to. Call your medical home and select the option to speak with the after-hours physician.

2. If your medical home is not open and you need to be seen right away, urgent care and emergency services are available at our clinics and hospitals. See Page 17 for a list of Health Services urgent care centers and emergency hospitals.

EMERGENCY CARE
Emergency care is used when you have a life threatening accident or illness. Emergency services are available 24 hours a day, 7 days a week.

- Important -
If you go to an emergency room, urgent care, or hospital that is not part of Health Services, they will not know you or your medical history. You may get a bill.
EDWARD R. ROYBAL COMPREHENSIVE HEALTH CENTER
245 S. Fetterly Avenue, Los Angeles, CA 90022
(323) 362-1010
URGENT CARE HOURS:
8:00 a.m. – 4:30 p.m. Monday – Saturday
Closed Sundays and holidays

EL MONTE COMPREHENSIVE HEALTH CENTER
10953 Ramona Blvd., El Monte, CA 91731
(626) 434-2500
URGENT CARE HOURS:
8:00 a.m. – 8:00 p.m. Monday - Friday
8:00 a.m. – 4:30 p.m. Saturday
Closed Sundays and holidays

HARDCORE UCM HEALTH CENTER
1700 E. 120th Street, Los Angeles, CA 90059
(424) 338-1449
URGENT CARE HOURS:
7:30 a.m. – 11:00 p.m. Monday - Sunday

JACOB H. WILSON COMPREHENSIVE HEALTH CENTER
1670 E. 120th Street, Los Angeles, CA 90059
(213) 699-7000
URGENT CARE HOURS:
7:30 a.m. – 11:00 p.m. Monday - Sunday

LA HERALD HEALTH CENTER
5850 S. Main Street, Los Angeles, CA 90003
(323) 897-6000
URGENT CARE HOURS:
8:00 a.m. – 10:00 p.m. Monday - Sunday
Open holidays

LAC+USC MEDICAL CENTER
1100 N. State Street, Building A, Los Angeles, CA 90033
(323) 409-3753
URGENT CARE HOURS:
8:00 a.m. – 7:00 p.m. Monday – Saturday
Closed Sunday

LOS ANGELES COUNTY PSYCHIATRIC URGENT CARE

SAN FERNANDO VALLEY OLIVE VIEW URGENT COMMUNITY CARE SERVICES
14659 Olive View Dr. Sylmar, CA 91342
(818) 485-0888
Monday – Friday 8:00 a.m. – 7:00 p.m., Saturday 9:00 a.m. – 5:30 p.m., Closed Sunday

DOWNTOWN (EASTSIDE) EXODUS URGENT CARE CENTER
1920 Marengo Street, Los Angeles, CA 90033
(323) 276-6400

WEST LOS ANGELES (WESTSIDE) EXODUS URGENT CARE CENTER
11444 W. Washington Blvd., STE D, Los Angeles, CA 90066-6024
(310) 253-9494

SOUTHERN CALIFORNIA MENTAL HEALTH URGENT CARE CENTER
6060 Paramount Blvd., Long Beach, CA 90805
(562) 630-8672
8:00 a.m. – 7:00 p.m. Monday – Friday

VISIT US AT: dhs.lacounty.gov
MENTAL HEALTH / SUBSTANCE USE

MENTAL HEALTH
If you feel sad, have extreme high and low feelings, suicidal thoughts, or anger, talk to your medical home team.

Your medical home team may be able to help you right at your clinic, or they may refer you to the Los Angeles County Department of Mental Health (DMH).

You can also call DMH at 1-800-854-7771 or visit: http://dmh.lacounty.gov
They are open 24 hours a day, 7 days a week.

The National Suicide Prevention Line is 1-800-273-8255.

SUBSTANCE USE DISORDER (SUD) TREATMENT
Drug and alcohol use can strongly affect your health. Please talk honestly with your medical home team about your use of alcohol, tobacco, opiates, methamphetamine, cocaine and other drugs.

Talk to your medical home team if you have experienced any of the following in the last 3 months:

• You have felt or been told that you should stop drinking or using drugs.
• You have felt guilty about how much you drink alcohol or use drugs.
• You have been waking up wanting to drink alcohol or use drugs.

You can also call the Los Angeles County Substance Abuse Service Helpline (SASH) at 1-844-804-7500 or visit http://sapccis.ph.lacounty.gov/sbat.

Important
A list of mental health urgent care centers is included on Page 18.

Important
If you feel like harming yourself or someone else, call the Los Angeles County Department of Mental Health (DMH) Access Center at 1-800-854-7771 or call 911.

SERVICES TO QUIT SMOKING
QUIT SMOKING
We can help you stop smoking—for FREE.
Talk to your medical home about getting your own free smoking cessation counselor to help you stop smoking.

SMOKING CESSATION SERVICES INCLUDE:
• Up to four (4) individualized 30 minute counseling sessions.
• Special help for pregnant smokers, tobacco chewers and teens.
• Free nicotine patches for eligible individuals.
• Medications to help you stop smoking.
• For more information, talk to your medical home or call:
  Kick It California: 800-300-8086 (English) / 800-600-8191 (Spanish)
FINANCIAL SERVICES AND BILLING INQUIRY

Financial Services staff are available to help you apply for Medi-Cal and other LA County No-Cost or Low-Cost programs, answer your questions or help you if you received a bill. Most locations are open Monday through Friday between 8:00 a.m. – 4:00 p.m.

Call 844-804-0055 for locations or visit:
https://dhs.lacounty.gov/patient-information/get-coverage/

MEDI-CAL INSURANCE

Medi-Cal members must renew their coverage each year to keep their health care benefits. For most, coverage is renewed automatically.

For those that don’t renew automatically, you will receive a renewal form that you must fill out and return to the Department of Public Social Services (DPSS).

Call DPSS if you have questions at 1-866-613-3777.

OTHER IMPORTANT INFORMATION

CODE OF CONDUCT

We do not tolerate threats, rude behavior, or acts of violence against staff or patients at any clinic or hospital.

We have the right to tell you that you can no longer receive your care with us if you abuse anyone at Health Services.

LGBTQ+ PATIENTS

We are proud to provide respectful care to all patients.

We ask all patients to share their preferred gender pronoun with their medical home.

IF YOU HAVE A PROBLEM

Your medical home may be able to help you if you are not happy with the care you received or have questions about the care given to you.

If the problem is still not resolved, you can call or visit the patient relations office in your clinic or hospital.

Important

You will not be treated differently if you complain or seek help.