

# PATIENT & FAMILY HANDBOOK



**Health Services**  
LOS ANGELES COUNTY

1.844.804.0055 | [dhs.lacounty.gov](https://dhs.lacounty.gov)



@WeAreLAHealth | @LAHealthEnEspañol



# 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 and our communities by providing extraordinary care. We are an integrated health system with over 1,000 doctors across more than 25 locations to serve you.**

Discrimination is against the law. Los Angeles County Health Services follows State and Federal civil rights laws. Los Angeles County Health Services does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

ATTENTION: If you need help in your language call 1-844-804-0055 (TTY 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-844-804-0055 (TTY 711). These services are free of charge.

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-844-804-0055 (TTY 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-844-804-0055 (TTY 711). Estos servicios son gratuitos.

请注意：如果您需要以您的母语提供帮助，请致电 1-844-804-0055 (TTY 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 1-844-804-0055 (TTY 711)。这些服务都是免费的。





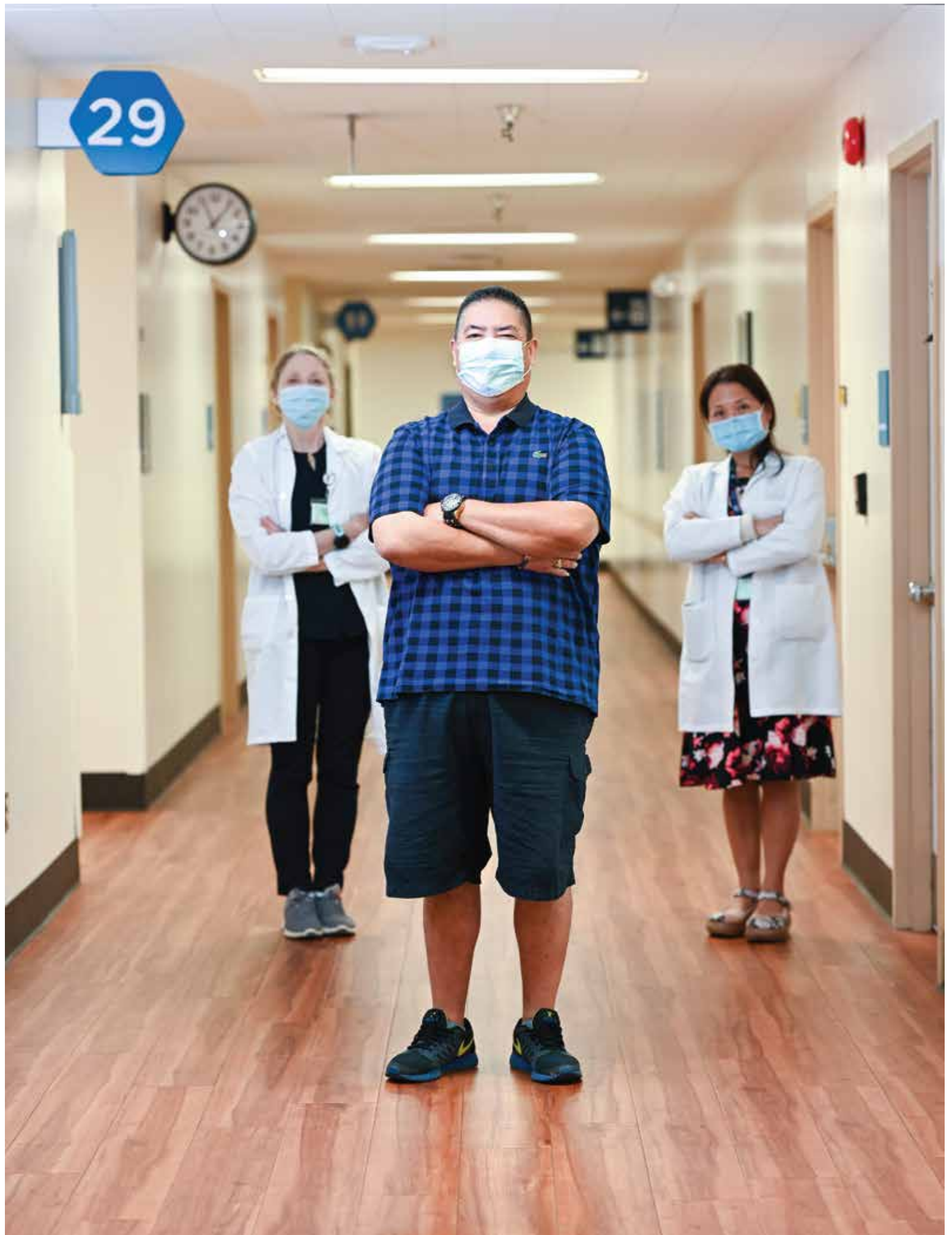
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Health Services is committed to anti-racism,  
and to serving all patients with dignity and respect.







# 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](https://dhs.lacounty.gov)**



# HEALTH SERVICES INFORMATION

## Your Information is Safe with Us

Your privacy is very important to us.

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

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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

**Interpreter Services:** 1-888-839-9909

### HEALTH NET MEMBERS:

**Transportation:** 1-855-253-6863

**Nurse Advice Line:** 1-800-893-5597

**Interpreter Services:** 1-800-675-6110



# YOUR HEALTH CARE TEAM

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



## \* Important \*

Your medical home provides you with access to evidence-based primary care, including cancer screening, vaccinations, management of chronic diseases, and behavioral health services. 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



### 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](https://dhs.lacounty.gov/appointments). Call right away if you need to cancel or reschedule.

### 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.

### 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.

## \* Important \*

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



# CHECKLIST FOR YOUR FIRST VISIT

Please Bring:



## YOUR IDENTIFICATION

Driver's License, California DMV or any government issued ID you may have.



## YOUR HEALTH INSURANCE ID CARD IF YOU HAVE ONE



## YOUR MEDICAL RECORDS

Please bring any medical records or copies of lab reports, radiology reports, films, or slides.



## LIST OF ALLERGIES



## YOUR MEDICATIONS OR A MEDICATION LIST

We will want to know all the medications you are currently taking. Please bring all your medication bottles with you.



## A LIST OF QUESTIONS FOR YOUR DOCTOR

Write down the questions you'd like to ask your doctor.



## A CAREGIVER OR SUPPORT PERSON IF YOU HAVE ONE

This person can provide support for you during your appointments.

**\* Important \***

Phone and Video visits are available.  
Talk to your care team about your needs and options.



# LA HEALTH PORTAL

## LA HEALTH PORTAL

Mobile App for  
Smartphone and Tablets



*Your health in the palm of your hands.*



LA Health Portal

Download the  
LA Health Portal App



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 web site: **[dhs.lacounty.gov/LAHealthPortal](https://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/](https://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.




# WHAT IS A REFILL?



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.

Pharmacy Name & Address	10 Digit Prescription Number
LAC+USC Clinic Tower Pharmacy, 1200 N. State St. Room A1C109, Los Angeles 90033	Rx# 0041667947-00/11
<b>Patient Number</b> 100391524	
<b>Your Name</b> ZZZZTEST, APPLE	
<b>Name of Medicine</b> amLODIPine BESYLATE 10MG TABLET Generic for : NORVASC take one tablet by mouth daily	
<b>Number of Refills Left</b> QTY: 30	69097-0128-15 Cipla
<b>The Person Who Wrote the Prescription for You</b> Prescriber: Smith, John 04/22/2019 Telephone: 323-409-3899	Discard after DC RPH:
<b>When you see "0" call 1-800-500-1853 to renew your medicine 1 week in advance</b>	11 Refill Before 04/22/20 Refills: (800)500-1853
<b>Refill Phone Number: 1-800-500-1853</b>	

## REFILLS MAILED TO YOUR HOME:

1 

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

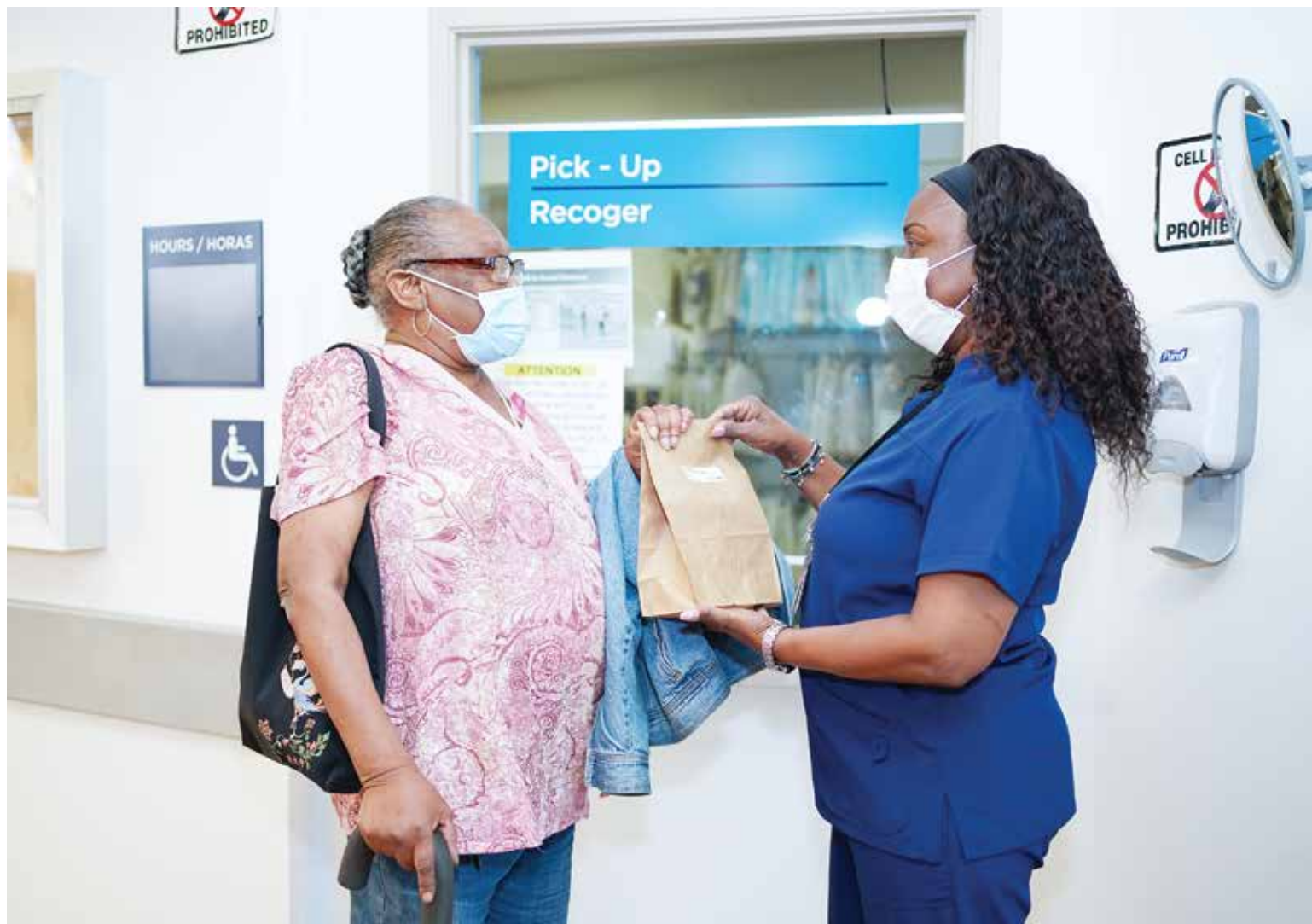
2 

**CALL 800-500-1853 TO ORDER REFILLS.**

3 

**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 reactions 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.



LOCATION

WEEKDAY HOURS

WEEKENDS & HOLIDAYS

<b>BELLFLOWER HEALTH CENTER</b> 10005 Flower Street, Bellflower, CA 90706	Monday - Friday 7:30 a.m. - 12:00 p.m. 1:00 p.m. - 4:00 p.m.	CLOSED
<b>CURTIS TUCKER HEALTH CENTER</b> 123 W. Manchester Blvd., Inglewood, CA 90301	Monday, Tuesday, Wednesday, Friday 8:00 a.m. - 4:30 p.m. Thursday 8:00 a.m. - 5:00 p.m.	CLOSED
<b>EAST LOS ANGELES HEALTH CENTER</b> 133 N. Sunol Drive, Ste. 150, Los Angeles, CA 90063	Monday - Friday 8:00 a.m. - 4:30 p.m.	CLOSED
<b>EDWARD R. ROYBAL COMPREHENSIVE HEALTH CENTER</b> 245 S. Fetterly Avenue, Los Angeles, CA 90022	Monday - Friday 7:30 a.m. - 5:00 p.m.	Saturday 8:00 a.m. - 4:00 p.m. Closed 12:00 p.m. - 1:00 p.m. Closed Sundays & holidays
<b>EL MONTE COMPREHENSIVE HEALTH CENTER</b> 10953 Ramona Blvd., El Monte, CA 91731	Monday 7:30 a.m. - 5:00 p.m. Tuesday - Friday 7:30 a.m. - 8:00 p.m. <i>(Please check with facility to confirm hours of operation)</i>	Saturday 8:00 a.m. - 4:00 p.m. Closed Sundays & holidays
<b>GLENDALE HEALTH CENTER</b> 501 N. Glendale Avenue, Glendale, CA 91206	Monday and Friday 7:45 a.m. - 3:30 p.m. Closed 12:00 p.m. - 1:00 p.m.	CLOSED
<b>H. CLAUDE HUDSON COMPREHENSIVE HEALTH CENTER</b> 2829 S. Grand Avnue, Los Angeles, CA 90007	Monday - Friday 7:30 a.m. - Midnight	Saturday - Sunday 8:00 a.m. - Midnight
<b>HARBOR UCLA MEDICAL OUTPATIENT LABORATORY</b> 1000 West Carson Street, Los Angeles, CA 90509	Monday - Friday 6:30 a.m. - 7:00 p.m.	CLOSED
<b>HIGH DESERT REGIONAL HEALTH CENTER</b> 335 East Avenue I, Lancaster, CA 93535	Monday - Friday 8:00 a.m. - 11:30 p.m.	CLOSED
<b>HUBERT H. HUMPHREY COMPREHENSIVE HEALTH CENTER</b> 5850 S. Main Street, Los Angeles, CA 90003	Monday - Friday 8:00 a.m. - 10:00 p.m.	Saturday - Sunday 8:00 a.m. - 10:00 p.m.
<b>LOS ANGELES GENERAL MEDICAL CENTER OPD - 4P51</b> 2010 Zonal Avenue, Los Angeles, CA 90033	Monday - Friday 7:00 a.m. - 5:30 p.m.	CLOSED
<b>LA PUENTE HEALTH CENTER</b> 15930 Central Avenue, La Puente, CA 91744	Tuesday and Thursday 8:00 a.m. - 12:00 p.m. 1:00 p.m. - 2:00 p.m. <i>(Please check with facility to confirm hours of operation)</i>	CLOSED
<b>LONG BEACH COMPREHENSIVE HEALTH CENTER</b> 1333 Chestnut Avenue, Long Beach, CA 90813	Monday - Friday 7:30 a.m. - 4:00 p.m.	Saturday 7:30 a.m. - 11:00 a.m. Closed Sundays & holidays
<b>MARTIN LUTHER KING, JR. OUTPATIENT CENTER</b> 1670 E. 120th Street, Los Angeles, CA 90059	Monday - Friday 7:00 a.m. - 6:00 p.m.	<div>CLOSED</div> <div>WEEKENDS &amp; HOLIDAYS</div> <div>Need medical assistance and your clinic is closed? After-Hours assistance is available after business hours, weekends and holidays. You may access eVisits via our Patient Portal or call your clinic and select option for after-hours assistance including Urgent Care hours of operation, our Nurse Advice Line, and the ability to contact an after-hours physician.</div>
<b>MID-VALLEY COMPREHENSIVE HEALTH CENTER</b> 7515 Van Nuys Blvd., Van Nuys, CA 91405	Tuesday, Thursday & Friday 8:00 a.m. - 4:00 p.m. Monday & Wednesday 8:00 a.m. - 8:00 p.m. First & Fifth Wed of the Month 1:00 p.m. - 8:00 p.m.	
<b>NORTHEAST HEALTH CENTER</b> 3303 N. Broadway, Suite #200, Los Angeles, CA 90031	Monday - Friday 8:00 a.m. - 4:30 p.m. Closed 1:00 p.m. - 2:00 p.m.	
<b>OLIVE VIEW-UCLA MEDICAL CENTER</b> 14445 Olive View Dr., Sylmar, CA 91342	Monday - Friday 7:00 a.m. - 4:30 p.m. Closed 11:30 a.m. - 1:00 p.m.	
<b>RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER</b> 7601 E. Imperial Hwy., Downey, CA 90242	Monday - Friday 8:00 a.m. - 4:30 p.m.	
<b>SAN FERNANDO HEALTH CENTER</b> 1212 Pico St., San Fernando, CA 91340	Monday - Friday 7:45 a.m. - 4:00 p.m. Closed 12:00 p.m. - 1:00 p.m. First, Second & Fifth Wed of the Month 1:00 p.m. - 4:00 p.m.	
<b>SOUTH VALLEY HEALTH CENTER</b> 38350 40th Street East, Palmdale, CA 93552	Monday - Friday 8:00 a.m. - 11:30 p.m	
<b>TORRANCE HEALTH CENTER</b> 711 W. Del Amo Blvd., Torrance, CA 90502	Monday - Friday 7:30 a.m. - 12:00 p.m. 1:00 p.m. - 4:00 p.m.	
<b>WEST VALLEY HEALTH CENTER</b> 20151 Nordhoff Street, Chatsworth, CA 91311	Tuesday 8:00 a.m. - 4:00 p.m. Closed 12:00 a.m. - 1:00 p.m.	<div>PATIENT &amp; FAMILY HAND BOOK   14</div>
<b>WILMINGTON HEALTH CENTER</b> 1325 Broad Avenue, Wilmington, CA 90744	Monday - Friday 7:30 a.m. - 12:00 p.m. 1:00 p.m. - 4:00 p.m.	





# SPECIALTY CARE

## SEEING A SPECIALIST

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





# URGENT CARE CENTERS

## 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

## HARBOR-UCLA MEDICAL CENTER

1000 W. Carson Street, Torrance, CA 90502  
(424) 306-4000

### URGENT CARE HOURS:

8:00 a.m. – 9:00 p.m. Monday – Friday  
8:00 a.m. – 2:00 p.m. Saturday

## H. CLAUDE HUDSON COMPREHENSIVE HEALTH CENTER

2829 S. Grand Avenue, Los Angeles, CA 90007  
(213) 699-7000

### URGENT CARE HOURS:

7:30 a.m. – 11:00 p.m. Monday – Friday  
8:00 a.m. – 11:00 p.m. Saturday – Sunday

## HUBERT H. HUMPHREY COMPREHENSIVE 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

## HIGH DESERT REGIONAL HEALTH CENTER

335 E. Avenue I, Lancaster, CA 93535  
(661) 471-4020

### URGENT CARE HOURS:

8:00 a.m. – Midnight Monday – Sunday  
Open holidays

## LOS ANGELES GENERAL 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

## LONG BEACH COMPREHENSIVE HEALTH CENTER

1333 Chestnut Avenue, Long Beach, CA 90813  
(562) 753-2300

### URGENT CARE HOURS:

7:30 a.m. – 7:30 p.m. Monday – Friday  
7:30 a.m. – 4:30 p.m. Saturday  
Closed Sundays and holidays

## MARTIN LUTHER KING, JR. OUTPATIENT CENTER

1670 E. 120th Street, Los Angeles, CA 90059  
(424) 758-9600

### URGENT CARE HOURS:

7:30 a.m. – 11:00 p.m. Monday – Sunday

## MID-VALLEY COMPREHENSIVE HEALTH CENTER

7515 Van Nuys Blvd., Van Nuys, CA 91405  
(818) 627-3000

### URGENT CARE HOURS

8:00 a.m. – 7:00 p.m. Monday – Friday  
8:00 a.m. – 4:00 p.m. Saturday  
8:00 a.m. – 4:00 p.m. holidays  
Closed Sundays

## OLIVE VIEW-UCLA MEDICAL CENTER

14445 Olive View Drive, Sylmar, CA 91342  
(747) 210-4312

### URGENT CARE HOURS

8:00 a.m. – 8:00 p.m. Monday – Friday  
8:00 a.m. – 4:00 p.m. Saturday  
Closed Sundays and holidays

## SOUTH VALLEY HEALTH CENTER

38350 40th Street, East Palmdale, CA 93552  
(661) 225-3001

### URGENT CARE HOURS:

8:00 a.m. – Midnight Monday – Sunday  
Open holidays

Hours may change, please check the website for most updated information [dhs.lacounty.gov/os](https://dhs.lacounty.gov/os)





# EMERGENCY HOSPITALS

Open 24 hours a day, 7 days a week

## HARBOR-UCLA MEDICAL CENTER

1000 W. Carson Street, Torrance, CA 90502  
(424) 306-4000

## LOS ANGELES GENERAL MEDICAL CENTER

1983 Marengo Street, Los Angeles, CA 90033  
(323) 409-1000

## OLIVE VIEW-UCLA MEDICAL CENTER

14445 Olive View, Drive Sylmar, CA 91342  
(747) 210-3000



# LOS ANGELES COUNTY PSYCHIATRIC URGENT CARE

Open 24 hours a day, 7 days a week unless noted

## 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

## SOUTH LOS ANGELES MLK URGENT CARE CENTER BY EXODUS

12021 S. Wilmington Avenue, Los Angeles, CA 90059  
(562) 295-4617

## SOUTH LA CASA 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](https://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.