

PATIENT & FAMILY HANDBOOK



Health Services
LOS ANGELES COUNTY



1-844-804-0055 | 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 a 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。

VALUES

Welcoming, Inclusive, Compassionate,
Excellent, Innovative, Accountable



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Important



LA 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

If you have a family member or friend who is looking for care, we have primary care clinics for all types of needs. Call us at 1-844-804-0055, Option 1.



Primary & Preventive Care



Specialty Care



Inpatient Hospital & Surgical Care



Emergency Care



Urgent Care



Laboratory & Radiology Services



Nurse Advice Line



Physical, Occupational & Speech Therapy



eVisits



Treatment Services to Help You Stop Smoking



Medicines & Pharmacy Services

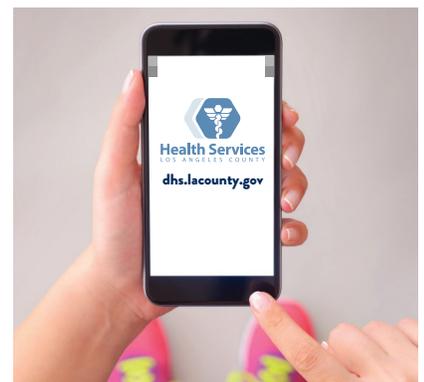


Mental Health Services



Substance Use Disorder Services

LA Health Services:
dhs.lacounty.gov



LA 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.
LA County Office of Immigrant Affairs: 1-800-593-8222

LA Health Services: 1-844-804-0055

Option 1: New Primary Care Patients

Option 2: Nurse Advice Line

Option 3: LA Health Portal Enrollments

Option 4: Medical Records

Option 5: Pharmacy Mail-Order Set Up or 1-213-288-8480

Pharmacy Refills by Mail (after set-up) or 1-800-500-1853

Clinic-based pharmacies

Option 6: Patient Financial Services & Billing Inquiry

Option 7: Specialty Care Scheduling for new referrals or 1-855-521-1718

Option 9: Appointments for existing or return patients

TTY/VCO/HCO to Voice, 711 for California Relay Service (CRS)

Requesting
Language
Access Services



Schedule an
Appointment
With Your Provider



Transportation:

LA CARE MEMBERS:

1-888-839-9909

HEALTH NET MEMBERS:

1-855-253-6863

MOLINA MEMBERS:

1-844-292-2688

YOUR HEALTH CARE TEAM

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



* Important *

There are many services available to you. Your health care team can assist you with accessing primary care and other health services, and can assist with medications. Your health care team is 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. 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, resident physicians, nurse practitioners, physician assistants, and nurses expect you to have questions. Set an agenda for your appointment. Your appointment will last approximately 20 minutes, so it's important to have a list of topics and questions you want to talk to your care team about in order of importance. Talking to your healthcare team will teach you 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



ARRIVE 15 MINUTES EARLY TO YOUR APPOINTMENT

We encourage patients to bring a caregiver or support person to their appointment if needed.

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. If you were seen outside of LA Health Services, bring any medical records or copies.



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

LA HEALTH PORTAL
Mobile App for
Smartphone and Tablets

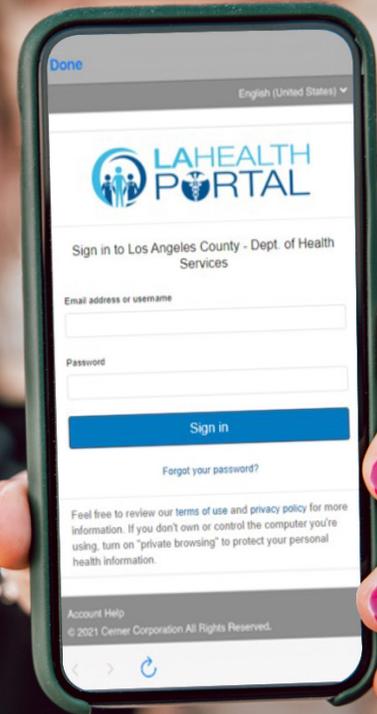


Your health in the palm of your hands.



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 to create an account or ask your medical home to email you an invitation or call 1-844-804-0055.
- 2** Download the **LA Health Portal** app for **Apple iOS** or **Android** devices.

SIGN UP AND USE THE APP FOR FREE



ACCESSING 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, Urology, Gastroenterology and Orthopedics – 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.
- Further information regarding authorizations, modifications, delays, or denials of health care services via Prior Authorization, Concurrent Authorization, or Retrospective Review as is also available on health plan partner websites:
 - LA Care Member Handbook [Member Handbook](#) (page 37-43)
 - Health Net Member Handbook [Health Net Medi-Cal Members | Health Net](#) (page 46-56)
 - Molina Member Handbook [Member Services Guide](#) (page 45-52)
- Providers can access information on timeframes and procedures necessary to obtain authorization in the Universal Provider Manual
 - LA Care [Universal Provider Manual](#)
 - Health Net [Provider Manual](#)
 - Molina [Provider Manual \(Provider Handbook\)](#)

PEDIATRICS AND WOMEN'S HEALTH

Our services support families.



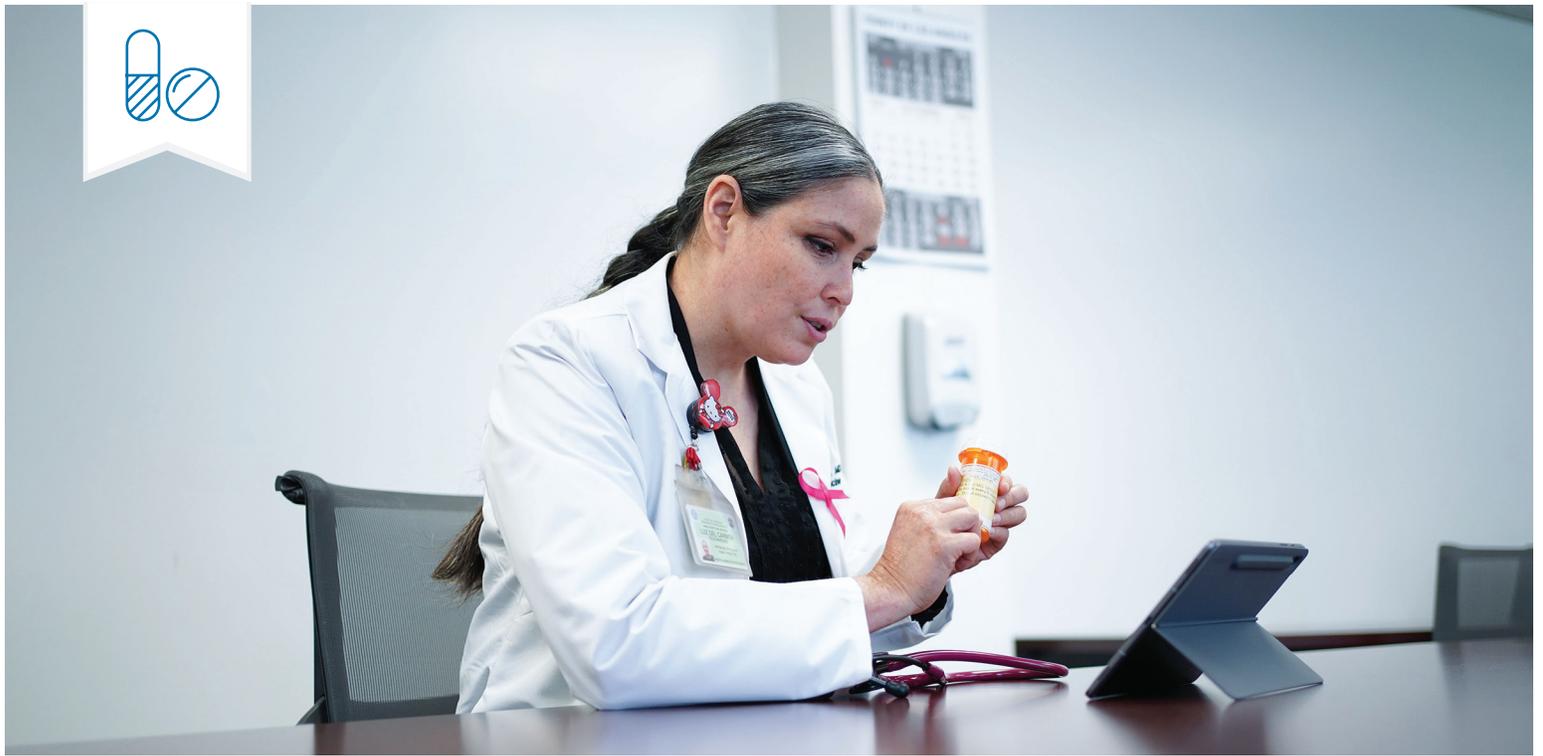
We have the best pediatricians for your kids! It is important for your child to see a pediatrician in the 2nd week after being born, at 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, and 24 months. Then each year from 3 to 21 years old. Well-child visits are one of the most important things you can do to keep your child healthy. Visit our website to learn more.



We provide inclusive reproductive and sexual health services without the need of a referral.

Services include:

- Family Planning
- Birth Control
- Cervical Cancer Screening
- Breast Cancer Screening
- Routine Gynecologic Services
- Pregnancy Termination
- Pregnancy Care



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/
- 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 an LA Health Services pharmacy.

WHAT IS A REFILL?



A “refill” is a continuation of the medicines you have been taking.

Contact the pharmacy that you picked up your medication from to get your refills or sign-up to get them by mail.

Pharmacy Name & Address

LA General Clinic Tower, 1100 N. State St., Room A1C109 Los Angeles, CA 90033

10 Digit Prescription Number

Rx# 0041667947-00/11

Patient Number

Your Name

Name of Medicine

100391524

ZZZZTEST, APPLE

amLODIPine BESYLATE 10MG TABLET

Generic for : NORVASC

take one tablet by mouth daily

Number of Refills Left

The Person Who Wrote the Prescription for You

Prescriber: Smith, John

04/22/2019 Telephone: 323-409-3899

QTY: 30

11 Refill Before 04/22/20

69097-0128-15 **Cipla**

Discard after DC RPH:

When you see "0 Refills" call 1-800-500-1853 to renew your medicine 1 week in advance

Refill Phone Number: 1-800-500-1853

REFILLS MAILED TO YOUR HOME:

- 1
SIGN-UP AT YOUR LOCAL LA HEALTH SERVICES PHARMACY OR CALL 1-213-288-8480. IT'S FREE!
- 2
CALL 1-800-500-1853 TO ORDER REFILLS.
- 3
REFILLS WILL ARRIVE WITHIN THREE (3) TO SEVEN (7) BUSINESS DAYS.

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OUT OF REFILLS?

Use LA Health Portal App to submit request for medicines your LA Health Services doctor prescribed.
To contact the pharmacy call 1-844-804-0055 and press Option 5



* Important *

Call your doctor for advice if you are having side effects like a rash or stomach ache.

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.

LOCATION

ALVARADO HEALTH CLINIC

2200 W. 3rd Street 4th Floor. Los Angeles, CA 90057

BELLFLOWER HEALTH CENTER

10005 Flower Street, Bellflower, CA 90706

CURTIS TUCKER HEALTH CENTER

123 W. Manchester Blvd., Inglewood, CA 90301

EAST LOS ANGELES HEALTH CENTER

133 N. Sunol Drive, Ste. 150, Los Angeles, CA 90063

EDWARD R. ROYBAL COMPREHENSIVE HEALTH CENTER

245 S. Fetterly Avenue, Los Angeles, CA 90022

EL MONTE COMPREHENSIVE HEALTH CENTER

10953 Ramona Blvd., El Monte, CA 91731

GLENDALE HEALTH CENTER

501 N. Glendale Avenue, Glendale, CA 91206

H. CLAUDE HUDSON COMPREHENSIVE HEALTH CENTER

2829 S. Grand Avnue, Los Angeles, CA 90007

HARBOR UCLA MEDICAL OUTPATIENT LABORATORY

1000 West Carson Street, Los Angeles, CA 90502

HIGH DESERT REGIONAL HEALTH CENTER

335 East Avenue I, Lancaster, CA 93535

HUBERT H. HUMPHREY COMPREHENSIVE HEALTH CENTER

5850 S. Main Street, Los Angeles, CA 90003

LOS ANGELES GENERAL MEDICAL CENTER OPD - 4P51

2010 Zonal Avenue, Los Angeles, CA 90033

LA PUENTE HEALTH CENTER

15930 Central Avenue, La Puente, CA 91744

LONG BEACH COMPREHENSIVE HEALTH CENTER

1333 Chestnut Avenue, Long Beach, CA 90813

MARTIN LUTHER KING, JR. OUTPATIENT CENTER

1670 E. 120th Street, Los Angeles, CA 90059

MID-VALLEY COMPREHENSIVE HEALTH CENTER

7515 Van Nuys Blvd., Van Nuys, CA 91405

MLK URGENT CARE CENTER

12021 S Wilmington Ave, Los Angeles, CA 90059, First Floor, Suite 1D

OLIVE VIEW-UCLA MEDICAL CENTER

14445 Olive View Dr., Sylmar, CA 91342

RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER

7601 E. Imperial Hwy., Downey, CA 90242

SAN FERNANDO HEALTH CENTER

1212 Pico St., San Fernando, CA 91340

SOUTH VALLEY URGENT CARE CENTER

38350 40th Street East, Palmdale, CA 93552

TORRANCE HEALTH CENTER

711 W. Del Amo Blvd., Torrance, CA 90502

WEST VALLEY HEALTH CENTER

20151 Nordhoff Street, Chatsworth, CA 91311

WILMINGTON HEALTH CENTER

1325 Broad Avenue, Wilmington, CA 90744

FACILITY MAPS, ADDRESSES, & PHONE NUMBERS



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.



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 you. 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 LA 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 LA Health Services, they will not know you or your medical history. You may get a bill.



LABS / RADIOLOGY

WHERE TO GET LABS DONE

- Laboratory services include blood work, urine tests, and other tests your doctor decides you need.
- Your doctor will send an electronic order to the lab letting them know you need services. Make sure to request a copy of your lab order if you want to get your labs done at a lab site different than your clinic site.
- You do not need to make an appointment to go to the lab.
- A list of labs is included on **Page 15**.

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.



URGENT CARE CENTERS

EDWARD R. ROYBAL COMPREHENSIVE HEALTH CENTER

245 S. Fetterly Avenue, Los Angeles, CA 90022
1-323-362-1010

EL MONTE COMPREHENSIVE HEALTH CENTER

10953 Ramona Blvd., El Monte, CA 91731
1-626-434-2500

HARBOR-UCLA MEDICAL CENTER

1000 W. Carson Street, Torrance, CA 90502
1-424-306-4110

H. CLAUDE HUDSON COMPREHENSIVE HEALTH CENTER

2829 S. Grand Avenue, Los Angeles, CA 90007
1-213-699-7000

HIGH DESERT REGIONAL HEALTH CENTER

335 E. Avenue I, Lancaster, CA 93535
1-661-471-4020

HUBERT H. HUMPHREY COMPREHENSIVE HEALTH CENTER

5850 S. Main Street, Los Angeles, CA 90003
1-323-897-6000

LONG BEACH COMPREHENSIVE HEALTH CENTER

1333 Chestnut Avenue, Long Beach, CA 90813
1-562-753-2300

LOS ANGELES GENERAL MEDICAL CENTER

1100 N. State Street, Building A, Los Angeles, CA 90033
1-323-409-3753

MARTIN LUTHER KING, JR. OUTPATIENT CENTER

12021 S Wilmington Ave, Los Angeles, CA 90059
First Floor, Suite 1D
1-424-338-9600

MID-VALLEY COMPREHENSIVE HEALTH CENTER

7515 Van Nuys Blvd., Van Nuys, CA 91405
1-818-627-3000

OLIVE VIEW-UCLA MEDICAL CENTER

14445 Olive View Drive, Sylmar, CA 91342
1-747-210-4312

SOUTH VALLEY URGENT CARE CENTER

38350 40th Street, East Palmdale, CA 93552
1-661-225-3001

FACILITY MAPS, ADDRESSES,
& PHONE NUMBERS



Hours may change, please check the website for
most updated information: 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
1-424-306-4000

LOS ANGELES GENERAL MEDICAL CENTER

1983 Marengo Street, Los Angeles, CA 90033
1-323-409-1000

OLIVE VIEW-UCLA MEDICAL CENTER

14445 Olive View, Drive Sylmar, CA 91342
1-747-210-3000



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
1-818-485-0888

DOWNTOWN (EASTSIDE) EXODUS URGENT CARE CENTER

1920 Marengo Street, Los Angeles, CA 90033
1-323-276-6400

WEST LOS ANGELES (WESTSIDE) EXODUS URGENT CARE CENTER

11444 W. Washington Blvd., STE D, Los Angeles, CA 90066-6024
1-310-253-9494

SOUTH LOS ANGELES MLK URGENT CARE CENTER BY EXODUS

12021 S. Wilmington Avenue, Los Angeles, CA 90059
1-562-295-4617

SOUTH LA CASA MENTAL HEALTH URGENT CARE CENTER

6060 Paramount Blvd., Long Beach, CA 90805
1-562-630-8672

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 **988**.

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.

PATIENT 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 1-844-804-0055 for locations or visit:

dhs.lacounty.gov/patient-information/get-coverage/
Option 6: Patient Financial Services & Billing Inquiry



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 LA 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 ***

We are committed to improving our services and we welcome your feedback. Please know that you will not be treated differently if you complain or request additional help.

