



Sacramento County Health Center Patient Handbook



Sacramento County Health Center
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SACRAMENTO COUNTY HEALTH CENTER

*Welcome and thank you for choosing **Sacramento County Health Center** as your medical home.*

We offer comprehensive primary care, preventive care, and behavioral health services. We also have some other services on-site for your convenience.

If you have any questions about your healthcare or services, please ask a team member or member services staff.

SERVICES

Primary Care – Adults, Pediatrics, Adolescent

Preventive Health Care

Psychiatry & Mental Health Counseling

Specialty Care (limited services on-site)

Chronic Disease Management

Communicable Disease Screening

Pharmacy

Laboratory (Quest) and Radiology

Assistance with Obtaining Health Care Coverage

PHYSICIANS AND NURSE PRACTITIONERS

Most of our physicians and nurse practitioners that provide services are contracted through our partnership with **University of California, Davis**. We are able to offer high quality care through these partnerships.

Department of Internal Medicine

Department of Pediatrics

Department of Psychiatry

School of Medicine

School of Nursing

HEALTH CARE COVERAGE

Sacramento County Health Center accepts the following coverages for assigned members:

- Medi-Cal Fee-for-Service
- Medi-Cal Managed Care
- Healthy Partners
- Medicare
- Medi-Cal / Medicare – *You have both coverage types.*
- Sliding Fee Scale – *You may qualify if low income without healthcare coverage. Income restrictions apply. Ask our registration or member services staff for assistance.*
- Staff are available to assist you obtain health care coverage or renew your coverage unless your situation changes (e.g., income, marital status, etc.).

COUNTY HEALTH CENTER IS YOUR “MEDICAL HOME”

This means we will provide comprehensive primary care for you.

- You will have a primary care provider (PCP) who provides your care.
- Your PCP is part of a team approach including Medical Assistants, Nurses, Behavioral Health Clinicians, Pharmacists, and office staff.
- We will take a whole-person approach to caring for you.
- We coordinate your care with other providers such as specialists.

We want you to:

- Learn about our services and available services within your health plan,
- Learn about your medical conditions and treatments,
- Actively participate in decision-making,
- Engage in your treatment planning and treatment; AND
- Discuss any concerns.

CONTACT INFORMATION / TEXTING / MYCHART

It is important to keep your contact information updated. Member Services or Registration will ask you for your phone numbers and ask whether you would like reminders via text messaging. Staff will also ask you to sign up for **MYCHART**. This means you can look up information securely online including appointments and medical information such as test results. It is a good tool to keep healthy!

MEDICAL APPOINTMENTS

How do I schedule an appointment?

- Call (916) 874-9670

When do I arrive?

- Arrive 30 minutes early to your first appointment
- 15 minutes early to all following appointments

What should I bring?

- Your Medi-Cal, Medicare, or Healthy Partners card
- Valid identification with picture (driver's license, state-issued identification card, or passport)
- Bring completed forms and/or be prepared to complete all necessary paperwork. *Our registration staff can help you if you need assistance filling out paperwork.*
- Medications you are taking.
- If you have recently been hospitalized or seen in at Emergency Department, please bring information staff provided.

What happens at my Medical Appointment?

- You will be checked in by the registration staff. Next, a medical assistant will check your weight, height, blood pressure, and pulse.
- Your primary care provider will ask you about your medical history and examine you.
- Before you leave, you can schedule your next appointment.

What if I cannot make my appointment?

- **IMPORTANT:** If you cannot make your appointment, please call (916) 874-9670 to let us know 24-hours in advance, or as soon as possible. We would like to offer the appointment to someone else.

- If you cannot remember when your next appointment is scheduled, please call us at (916) 874-9670.

What concerns can wait until the next business day?

- Prescription refill. Please carefully track your medication supplies and do not wait until you are running out to request a refill. Request a refill at least 14 days before you will run out of medication.
- You need to make a follow-up appointment.
- You would like to get test results.

What concerns requires an appointment as soon as possible?

- Unexplained weight loss of more than 10 percent of your weight
- Diarrhea (three or more bowl movements a day) that lasts for more than two days
- Unexplained lump/growth on any part of the body
- Difficulty swallowing
- Skin rashes that last more than a few days, a change in a mole, or unusual-looking new moles or skin growths
- Constant thirst
- Frequent urination
- Visible blood in your bowel movement or urine
- Fever over 101 degrees
- New tingling of your hands or your feet
- Call us at (916) 874-9670 to request an appointment.

What symptoms require **EMERGENCY CARE [Call 911 OR go to an emergency room if safe to do so]**

- Chest pain, particularly if it radiates down your left arm
- Sudden disturbance in vision, such as seeing sparks or large black spots, or developing partial blindness or loss of peripheral vision
- Sudden disturbance in speech
- Persistent numbness in any part of the body, especially concentrated on one side
- Vomiting blood
- Difficulty breathing, especially with activity

- Any intense, constant pain that makes activity impossible
- Unable to keep any fluids down
- Fever combined with rash, lethargy (extensive tiredness) and peeling skin

There may be other serious symptoms that are not listed above, so remember:

IN CASE OF A MEDICAL EMERGENCY

CALL 911

OR

GO TO THE NEAREST EMERGENCY ROOM

What do I do after hours?

- If you are have Medi-Cal Managed Care please contact the health plan's member services or RN Advice Line (24 hours). You may need to go to an Urgent Care Clinic. Your health plan has a list of clinics.
- If you have Healthy Partners, call (916) 874-9670 after hours.

PRIMARY CARE

What services are included?

- Preventive care: Annual check-ups, immunizations, and screenings;
- “Follow up” visits: Diagnosis and treatment of acute illnesses;
- Diagnostic screenings: Including counseling, screening, and treatment;
- Chronic disease care: For conditions such as Diabetes and high blood pressure;
- Patient education;
- Referrals: For conditions needing special care, we will refer you to the appropriate specialists.

What happens if my child or I is hospitalized?

- Please call us or have someone close to you call us.
- If you are in the hospital, we can provide information to the hospital about your treatment.
- We will tell your primary care provider and schedule a follow-up visit within a week of your discharge.
- We will give the hospital all the information they need to take good care of you.

BEHAVIORAL HEALTH

What services are included?

- Patient education and supportive services,
- Individual behavioral health counseling,
- Psychiatry and medication management
- Buprenorphine treatment
- Detox and residential treatment referrals

Call (916) 874-9670 to make an appointment

LABORATORY SERVICES

Where do I get lab services?

- Quest Diagnostics is located on-site and provides most routine testing.
- Some health plan or medical groups require use of other labs. We will let you know.
- Check with your primary care provider for how and when you will get your test results.

RADIOLOGY SERVICES

- There is a radiology clinic on-site.
- Other radiology or imaging services, depending on health plan and needs, are in other locations. Your provider or his/her team will let you know.

PHARMACY SERVICES

- There is a Pharmacy on-site providing limited pharmacy.
- Some patients may need to fill prescriptions through a local retail pharmacy with a discount program. Many offer \$10/one month and \$30/three month prescriptions.
- Your provider will discuss where to fill your prescriptions.
- If you have questions about your medications, please ask.

HEALTH SCREENINGS MEN NEED:

- STD & HIV Screenings
- Colonoscopy – Screening for Colorectal Cancer
- Depression
- Diabetes
- Blood Pressure
- Cholesterol
- Weight
- Prostate Screening

HEALTH SCREENINGS WOMEN NEED:

- Mammogram – Screening for Breast Cancer
- Pap test – Screening for Cervical Cancer
- STD & HIV Screenings
- Colonoscopy – Screening for Colorectal Cancer
- Depression
- Diabetes
- Blood Pressure
- Cholesterol
- Bone Density Test – Screening for Osteoporosis

Talk with your provider about other screenings, or visit the Centers for Disease Control and Prevention website for more information: www.cdc.gov

Signs of Depression

- Agitation, restlessness, and irritability
- Dramatic change in appetite, often with weight gain or loss
- Extreme difficulty concentrating
- Fatigue and lack of energy
- Feelings of hopelessness and helplessness
- Feelings of worthlessness, self-hate, and inappropriate guilt
- Inactivity and withdrawal from usual activities, a loss of interest or pleasure in activities that were once enjoyed (such as sex)
- Thoughts of death or suicide
- Change in sleep patterns, often trouble falling or staying asleep, or sleeping too much

Talk to your primary care provider or a behavioral health clinician if you have signs of depression. It is treatable!

PATIENT RIGHTS & RESPONSIBILITIES

I. Information Disclosure

- You have the right to receive accurate information you can understand about your health, treatments, health plan, health care providers, and health care facilities.
- If you speak another language, have a physical or mental disability, or just do not understand something, you will be helped so you can make informed health care decisions.

II. Choice of Providers and Plans

- You have the right to choose your health care provider, within your health plan.
- You have the right to change providers within your health plan if you are not happy with the care you receive

III. Access to Services

- You have the right to a timely appointment when you need one
- You have the right to have an appointment with a specialist if you need one
- If you have severe pain, an injury, or sudden illness and you are concerned that you could be seriously ill, hurt, or could die, you have the right to get emergency services whenever and wherever needed, to be seen by a doctor and get services, even if you don't ask your health plan first, and you will not be charged a penalty.

IV. Participation in Treatment Decisions

- You have the right to know all your treatment options, even if they are not covered by your health plan, and make decisions about your care.
- Parents, guardians, family members, or others that you choose can represent you if you cannot make your own decisions.
- You have the right to formulate an advance directive.

V. Respect and Nondiscrimination

- You have the right to considerate, respectful care, and not be discriminated against, by your doctors, other health care providers, or health plan representatives.

VI. Confidentiality of Health Information

- You have the right to talk in private with health care providers and to have your health care information protected.

- You also have the right to review and copy your own medical record and ask your doctor to make corrections your record if it is not accurate, complete, or has information that does not relate to your health care.
- You will receive a separate “Notice of Privacy Practices” that explains your privacy rights in detail

VII. Interpreter Services

- You have the right to ask for a provider or interpreter who speaks your language when receiving health services

VIII. Complaints and Appeals

- You have the right to a fair, fast and objective review of any complaint you have against your health plan, doctors, hospitals or other health care personnel.
- This includes complaints about waiting times, hours available, health care facilities, and the conduct of health care personnel.

Responsibilities

These are ways in which you can work together with your health care providers to get the best quality health outcome.

- Be respectful of other patients and your health care staff. (Yelling, cursing, or violence of any kind is not permitted.)
- Attend scheduled appointments and to be on time for appointments
- Cancel and reschedule appointments with as much advance notice as possible.
- Tell your health care providers the information they need to know, and clearly communicate what you want and need.
- Report any changes in your condition to your provider
- Be involved with your health care providers when making your health care decisions.
- Work with health care providers in developing and carrying out treatment plans you all agree upon.
- Be aware of a health care provider's need to fairly provide care to other patients and the community.
- Do your best to get well and stay healthy, with healthy habits, such as exercising, not smoking, and eating a healthy diet.
- Avoid knowingly spreading disease.
- Recognize risks and limits of the science of medical care and that health care providers are human and can make mistakes.

- Learn about your health plan coverage and health plan options (when available) including all covered benefits, the limits, what isn't covered, the rules regarding use of information, and how to appeal coverage decisions.
- Make a good-faith effort to pay your health care bills.
- Follow procedures of the health plans and health care providers.
- Use the health plan's internal complaint and appeal process to address concerns that may arise.
- Report wrongdoing and fraud to the right resources or legal authorities.

IMPORTANT PHONE NUMBERS FOR:	
Appointments, cancellations, rescheduling	(916) 874-9670
After Hours Nurse Advice Line – <i>Healthy Partners, Sliding Fee scale, or Medi-Cal Fee for Service Members</i>	(916) 874-9670
After Hours Nurse Advice Line – <i>Medi-Cal Managed Care health plans.</i>	Staff can provide this information for you. You have access to health plan member services, 24-hour RN Advice line, and Urgent Care Clinics.
County Health Center Member Services	(916) 874-1805
Pharmacy Services	(916) 874-4342
Medi-Cal Eligibility Issues (Department of Human Assistance)	(916) 874-3100
Medicare Issues (Social Security Office)	1-877-274-5419

HOURS OF OPERATION:	
Primary Care Clinic – Adult, Pediatrics, & Adolescents	Monday – Friday 8:00 AM – 5:00 PM
Pharmacy	
Radiology	
<p>We are closed on the holidays:</p> <p>New Year’s Day Martin Luther King, Jr. Abraham Lincoln George Washington Cesar Chavez Memorial Day Independence Day Labor Day Columbus Day Veteran’s Day Thanksgiving (two days) Christmas</p>	

Sacramento County Health Center webpage:

<http://www.dhhs.saccounty.net/PRI/Pages/Health%20Center/GI-Sacramento-County-Health-Center.aspx>