



Patient Guide





Welcome to Wilmington Community Clinic (WCC)!

Please complete the enclosed forms for **each** new patient; they provide relevant medical information that will be uploaded into each person's medical chart. Also, please note that we will require valid photo identification (please see attached for more information) along with all insurance cards. Please present all documentation to the front office.

Enclosed is information that will introduce you to our staff and services and provide an overview of our clinic processes. Most of this information is available on our website, www.wilmingtoncc.org.

At WCC it is not just about healthcare, it is about relationship building. To create that caring relationship, we will be asking you to select a primary care physician. This physician will be working with a team of physicians, physician assistants, nurse practitioners, and medical assistants to create relationships that we know will lead to better care. Learn more about our primary care providers in the attached pages.

Thank you for choosing WCC as your medical home. We look forward to getting to know you!

Sincerely,

WCC Physicians and Staff



Hours of Operations

Medical Clinic:

Monday - Thursday
8:00am to 8:30pm

**Friday &
Saturday**
8:00am to 4:30pm

Dental Clinic:

Monday, Tuesday, Friday, & Saturday
8:00am to 4:00pm

Wednesday-Thursdays
8:00am to 8:30pm

Behavioral Health:

**Monday, Tuesday
& Friday**
9:00am to 4:00pm

**Wednesday &
Thursdays**
9:00am to 7:00pm

We are closed on Sundays and holidays (New Year's Day, MLK Day, President's Day, Memorial Day, 4th of July, Labor Day, Veteran's Day, Thanksgiving and Day After Thanksgiving, Christmas Eve and Christmas Day).

We are also closed in the morning for Staff Meetings. This usually occurs on the 3rd Monday of the month. Hours of operation will be from 1:00pm – 8:30pm on staff meeting days.

After Hours and Emergency Care

If you are experiencing a serious and life threatening emergency, please call 911 or go to the nearest emergency room.



When to go to an Emergency Room

- Chest pain lasting more than 3 to 5 minutes
- Bleeding more than 5 minutes
- Difficulty breathing or shortness of breath
- Sudden fainting, dizziness, weakness
- Sudden difficulty speaking
- Confusion or change in mental status
- Sudden blindness in one eye
- Severe abdominal pain
- Severe vomiting or diarrhea lasting more than a day
- Coughing or vomiting of blood
- Suicidal feelings

For all other medical, dental or behavioral health concerns or general health care advice, please call our main number at 310-549-5760. You will be connected to our after-hours answering service. The answering service will assess your call and contact the on-call provider if it is medically necessary.

If you have one of these health plans, you can call your health plan's 24-hour nurse advice line.

Healthcare LA IPA 818-702-0100, M – F 9:00 a.m. – 5:00 p.m. PST

Services

Family Medicine

Our team of medical professionals collaboratively seeks to maintain you and your family's health and wellness. Services offered include:

- Screenings for diseases and health conditions
- Diagnosis and treatment of illness
- Urgent medical care
- Immunizations
- Pediatric and Well Child Services
- Family planning

In addition, we seek to maintain your health through our preventive care and health education services. These include:

- Appointments with a Registered Dietitian
- Nutrition group classes



Behavioral Health

We offer integrative behavioral health services designed to work seamlessly with our primary and preventative care services. Services offered include:

- Counseling and treatment Medication management
- Substance abuse (provided through Shields for Families)
- Medication Management

Women's Health & Obstetrics

Our team works to maintain a high level of health among our community's women. Services provided include:

- Routine well-women gynecological exams
- Pregnancy Testing
- Prenatal and Postpartum Care
- Specialty obstetrics and gynecological services
- Assistance with contraceptives
- Referral to WIC Program

Dental

We offer preventative and restorative services. Services include:

- Primary and preventive care for adults and children
- X-rays and exams
- Routine cleanings
- Deep cleanings
- Composite fillings
- Extractions (excluding wisdom teeth)

Specialty Care

We seek to provide you with access to specialty care to address your more specific health care needs. We offer the following services:

- Allergist
- Referrals to outside specialty care providers



Patient Assistance

Our Certified Enrollment Counselors offer assistance with a wide range of applications for insurance and other resources including:

- Covered California
- Medi-Cal
- My Health Los Angeles

Transportation

We offer transportation to your office visit. This service is only offered Monday through Friday between the hours of 9am and 4pm. Please call 310-549-5760 for more information.

Your Medical Home

WCC is a patient-centered medical practice focused on the health and wellness of the patients and community we serve. We are committed to being a patient centered medical home (PCMH). PCMH is an innovative, team based approach to providing health care services. This means your practitioner and his or her support staff are part of a team that includes one or more practitioners and their team that is dedicated to comprehensive, personal healthcare centered on you and meeting your medical and non-medical needs.

Your Personal Physician

The relationship between you, your practitioner and the care team is the driving force behind (PCMH). Your practitioner will provide medical care that is right for you based on clinical guidelines shown to improve health.

Your Care Team

Your practitioner will direct the care team to coordinate your care based on your wants and needs. To improve efficiency, the team will plan for your appointment by reviewing your medical chart to check for recent testing and ensure you are notified of results in a timely manner. The care team will work with you and any outside providers/facilities to effectively coordinate your healthcare across all specialties.



Your Health

In return, we ask that you continue to be an active partner in your health care. We ask you to take charge of your health by responsibly managing and monitoring aspects of your care. Keep us informed of your medications, visits to specialists, medical history, health status, recent test results, self-care abilities and information from recent hospitalizations, emergency or urgent care visits. Also, you can help by being prepared and by bringing all of your medication bottles to your visit. Follow the care plan your physician has developed for you and let your physician know when you're unable to. We are here when you need us; just call!

Quality for You

As part of PCHM, we are committed to providing same day appointments and offering expanded hours to meet your needs. We will use our electronic medical record to support the best care, quality and safety by helping us to identify and provide for your needs as well as our entire patient population.

Our Providers

Below is a list of our providers. Please note that this listing is subject to change.

TEAM BLUE

Wayman Merrill, MD
Chynara Tobay, MD
Yolanda Grell, PA
Andrea Arnwine, PA
Crystal Maciel, PA

TEAM GOLD

Marco Garcia, MD
Vanilla Brooks, NP
Angela Lee, PA
Alison Marcus, PA

SPECIALTY

Mehdi Hemmat, MD
Lawrence Robinson, MD
Bertram Sohl, MD
Susan Ballagh, MD



DENTAL

Jamie Nguyen, DDS
Theresa Lin, DDS

BEHAVIORAL HEALTH

Nivia Van Damme, LCSW
Abigail Ortega, LCSW

Appointments

Please call us at (310) 549-5760 if you need to schedule, reschedule or cancel a medical appointment. After hours calls for appointments will be returned the next business day. Please leave us a message, including your name and telephone number, and a WCC staff will call you back the next day. Please arrive 10-15 minutes before your appointment time.

Another way to make an appointment is through WCC's website – wilmingtoncc.org. Making appointments through the website should only be used to make routine appointments.

Walk-Ins & Same Day Appointments

We set aside appointment slots for Same Day appointments. Once these appointments are filled, you can elect to walk-in and wait for an appointment that becomes available when someone else cancels or does not keep his or her appointment.

Cancellations

If you are unable to keep your appointment, please call us 24 hours in advance. You will be considered a no show if the appointment is not canceled.

What to Bring to Your Appointments

We will need you to provide us with your medical history as well as information about any care you received outside of WCC. This allows us to obtain a complete picture of



the care you are receiving and allows us to ensure quality health services are provided to you and your family.

In general, please bring:

- All current medications (including non-prescription medications)
- Any recent test results
- Up-to-date blood pressure or glucose readings
- Other medical provider's information
 - Name
 - Address
 - Phone Number

Also bring:

- Current insurance card
- Photo ID
- Payment – we accept cash, credit or debit cards

Registration

During your visit to our office, our front desk staff will collect your registration information. This information, and any other information given to us, will be kept in the strictest confidence.

At each visit, you will be asked to present your insurance card and photo ID. You will also be asked to verify:

- Address
- Phone Number
- Insurance
- Preferred Pharmacy

Please note that this is not a complete listing of registration information and you may be asked for other information during the registration process.

Photo ID

WCC is required to have a photo of you contained within your medical record. This is a requirement of both the State of California and the federal government in an effort to keep your medical record secure.

We will accept any photo ID that you have, it just needs to have your name and picture on it. Examples include:

- Driver's License
- California Identification Card



- Library Card
- Passport
- Bank Card
- Student Identification Card
- Employee Badge

Payment

At check-in, your account will be reviewed for any outstanding balances and any relevant co-payments. Payment in full is expected at the time of service. You can pay by credit or debit card or cash. You will receive a receipt for each paid office visit. Some preventative labs may be included in your visit fee. If your practitioner feels that other labs not included in the office fee are necessary, we will provide you with an estimate of additional costs to you. The cost of these labs will be your responsibility and will be billed separately.

If you are unable to provide payment at the time of service, please make payment arrangements with our front office staff before you leave. A statement will be mailed to you. If you need a payment plan or further payment assistance, please ask to speak with one of our billers.

Sliding Scale Fees

WCC offers sliding scale fees to patients based on income and family size. The Sliding Fee Discount Program (SFDP) will be offered to eligible persons based on the client’s ability to pay. Ability to pay is determined by the household size and annual gross income relative to the most recent U.S. Department of Health & Human Services Federal Poverty Guidelines (FPG). Current sliding scale fees are as follows:

	MEDICAL	DENTAL	BEHAVIORAL HEALTH
EQUAL TO OR LESS THAN 100% OF FPG	\$30	\$30	\$10
101 – 133% OF FPG	\$40	\$40	\$20
133 – 175% OF FPG	\$55	\$55	\$30
175 – 200% OF FPG	\$65	\$65	\$40



Please ask front office staff for an application and/or more information about the Sliding Fee Discount Program.

Accepted Insurances

We accept Medi-Cal, Medicare and most private insurances. Our Enrollment Staff can assist you with applying for Medi-Cal and insurances offered through Covered California.

Telephone Calls

When you call our office (310-549-5760), our automated attendant will give you the following options:

- Press 8 – Make or Change an Appointment
- Press 0 – All other question

Calls about labs or x-ray results will not be returned until results are available. Any abnormal results will be reported to you as soon as the physician has reviewed them. A letter will be sent to you if all test results are normal. Please review these results at your next medical visit.

Medication Refills

Please contact your pharmacy when you run out of refills on your medication. Your pharmacist will contact us directly to renew your prescription. Medication renewals can take up to 72 hours so please contact your pharmacist while you have at least 2-3 days' worth of medication remaining. If you need to contact us directly about your prescription you must have the medication bottle with you so that you can say and spell the name of the medication.

Teen Privacy

According to California State Law, WCC must respect the privacy of adolescents (ages 12 to 17) when they are receiving confidential services. As well, adolescents may self-consent for these services. Confidential services include sexual health, drug or substance use and behavioral health. WCC staff cannot talk to the parents or guardians of adolescents about any confidential services adolescents may receive without the adolescents' permission.

This legal requirement does not extend to other health services such as physicals, injuries or care of health conditions such as cold or flu.

California State Law also requires WCC to contact someone under the following conditions:

- The adolescent is being abused, physically and/or sexually
- The adolescent is going to hurt him or herself or someone else



- The adolescent is under 16 and having sex with someone 21 years or older
- The adolescent is under 14 and having sex with someone 14 years or older

Patient Rights

As you look at treatment options, keep in mind that you have a right to expect certain things, no matter who you are, what challenges you are facing or how much money you have.

You have a right to:

- Have your records protected by confidentiality and that they are not released to others without your permission except where state law gives permission.
- Participate in developing your treatment plan.
- Be treated with respect and without any abuse or discrimination.
- An explanation of the treatment you are receiving and why.
- Information about any treatment's expected results and any possible side-effects that may occur.
- Express yourself.
- Report any concerns regarding services or staff to a supervisor.
- Find another provider if you aren't satisfied with your treatment or don't think it's working as well as it should.
- Request a second opinion of your diagnosis or treatment.

PATIENTS RESPONSIBILITIES

Health care involves a cooperative effort. The effectiveness of patient care and of a patient's satisfaction with the course of treatment depends, in large part, upon fulfilling certain responsibilities.

You have the responsibility to:

- Be honest and direct about everything that relates to you as a patient. Answer questions honestly and completely. Tell those who are caring for you exactly how you feel about the things that are happening to you.
- To the best of your ability, give us all information about medications you have been taking recently as well as their purpose, past illnesses, hospitalizations, the names of physicians you have seen or been cared for by and other matters relating to your health status.
- If you do not understand your illness or treatment, ask your physician and other caregivers about it. Understanding your health problems is important for the success of any treatment plans.
- Let your physician or other caregivers know if you anticipate problems or obstacles in following your treatment plan.
- Tell your physician or the nurse about any changes you notice in your health or how you feel.
- Keep your appointment or call to reschedule or cancel at least 24 hours before your appointment,



- Treat staff and volunteers with respect.

About WCC

The Wilmington Community Clinic (WCC) was co-founded by Dr. Xylina Bean and Rosa Montano in response to a critical need for maternal and child healthcare in the Wilmington community. Starting primarily as a family planning clinic on April 17, 1977, WCC was designated as an Federally Qualified Health Center (FQHC) Look-Alike in 2004 and awarded the New Access Point (NAP) health center Section 330 designation on June 12, 2012. Today, WCC serves the entire diverse community of South Los Angeles with one of the highest concentrations of poverty in America. WCC operates two sites:

- Wilmington Community Clinic, 1009 N. Avalon Blvd, Wilmington, CA 90744
- Mary Henry Community Clinic (MHCC), 10901 S. Vermont Ave, Los Angeles, CA 90044

Our Mission: “Provide quality nondiscriminatory health services to improve the health and well-being of all served.”

Quality: WCC is committed to providing quality services. This is measured through the use of various indicators, setting goals for those indicators and making a series of adjustments to meet those indicators. To learn more about our quality scores, please visit our website, www.wilmingtoncc.org and go to About Practice.