



## **Patient Information Booklet FCS, Family Health Center Site**

### **Business Hours**

Mondays-Fridays: 8:30 a.m. to 6:00 pm

Saturdays: 8:00 am to 12:00 pm

Tel: 323.226.1100

Fax: 323.226.1101

[www.fcsmg.com](http://www.fcsmg.com)

### ***“Our Family Serving Your Family”***

#### ***Mission Statement***

“Family Care Specialists (FCS) Medical Corporation is dedicated to the maintenance, restoration and improvement of each family member’s health. The group provides high quality, compassionate and culturally responsive medical care, and is dedicated to improving community health and the education of family physicians.”

# Welcome / Table of Contents

## Welcome

Through this booklet, the Family Care Specialists-Family Health Center location provides you with a tour to our “Patient Centered Medical Home” facility and healthcare services. At FCS, providing high quality healthcare to our patients is our mission. We cater to our patients as part of extended family—qualified teams of physicians will take the time to know you and your medical needs. Healthcare is a joined cooperation between the patient and physician—we are here to assure that patient education and communication is provided throughout every patient experience.

### Website & Patient Portal

Beyond this booklet, please note that you can find a wide array of valuable information on our website (Fcsmg.com). Additionally, FCS has a Patient Portal where you can schedule visits, message your doctor, get your FCS medical records/history, see your lab results, and other benefits. Sign up today!

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# What is a Patient Centered Medical Home?

## Page 1

The Family Care Specialists-Family Health Center (FCS-FHC) site (located across the street from White Memorial Medical Center) is proud to be a part of the Patient Centered Medical Home (PCMH) initiative—a nationwide effort established to provide patients with comprehensive, culturally competent & coordinated care. FCS-FHC has gone through a rigorous accreditation system to achieve our PCMH designation, which has included, but not limited to the following activities:

- We have established coordinated, multi-disciplinary “Care Teams” designed to streamline healthcare for our patients
- Each Care Team is trained to provide high quality evidence-based care and patient self- management support, including educational resources. Your care team is comprised of your primary care provider (Doctor, Physician Assistant or Nurse Practitioner), Medical Assistant, and behavioral health counselor (if applicable)
- Our providers and staff take pride in providing whole person care and coordinating patient care through multiple healthcare settings, including hospitals, specialists and behavioral health counselors
- Our staff will assure continuum of care — to do this effectively we ask our patients to assist us by notifying us of any new medications, recent tests done, visits to specialists, and any visits to the ER or hospital stays
- We established an Electronic Medical Record system to facilitate record keeping, coordination of care and quality improvement activities
- Our Electronic Medical Record system has a Patient Portal, which allows patients to log in, see their medical records, schedule appointments and perform a wide variety of other tasks to help coordinate their healthcare

# Teamwork! Working with Your Care Team

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By incorporating a “Together we accomplish more” attitude, the Patient Center Medical Home will thrive. Our patients play an integral part in our success. The teamwork process will help us better serve our patients’ needs.

Consider the following advice upon your next consult:

- **Good Communication:** It is essential for our patients to communicate any and all health concerns to their healthcare team. Bringing in a list of concerns to your appointment can help you remember items.
- **Past Health:** Communicate any past health related challenges you’ve had.
- **Feedback:** Feedback—good or bad—truly helps our team do a better job. Call us or provide feedback through the Patient Portal. Provide us with feedback about our team.
- **Don’t Skip Appointments:** Keep your primary care and specialty appointments!
- **Care Transitions with Other Providers:** Keep us posted if you are experiencing issues with care transitions
- **Making a Care Plan & Self-Management:** Follow the care plan recommended by your physician, with the following considerations
  - Set obtainable goals
  - Be honest with yourself and your provider.
  - Ask for clarification, when needed.
  - Agree on new goals with your provider if needed
  - Patient Education is important! We can provide you with resources

# FCS Locations

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<p><b>Boyle Heights I:</b> 1701 Cesar E. Chavez Ave. Ste. 230 Boyle Heights, CA 90033 Tel: 323.226.1100 Fax: 323.226.1101</p>	<p><b>Highland Park</b> 5823 York Blvd. Ste 1 Highland Park, CA 90042 Tel: 323.255.1575 Fax: 323.255.8139</p>
<p><b>Boyle Heights II:</b> 1701 Cesar E. Chavez Ave. Ste. 402 Boyle Heights, CA 90033 Tel: 323.317.9200 Fax: 323.317.9206</p>	<p><b>Montebello</b> 815 Washington Blvd Montebello, CA 90640 Tel: 323.728.3955 Fax: 323.728.6905</p>

## **Providers & Biographies of our Medical Providers**

Make sure you check out our website, [FCSmg.com](http://FCSmg.com), where you can see a listing of medical providers (doctors, nurse practitioners and physician assistants) and biographical information about them. Additionally, you can find a wide array of other valuable information related to your healthcare at FCS, as well as a link to our Patient Portal.

# Health Services Provided By FCS-FHC

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## **Children's Services**

- \* Immunizations
- \* Newborn Exams
- \* Well Child Exams
- \* Nutrition Counseling
- \* School Physicals
- \* Playground injuries
- \* Growth and Development
- \* Childhood Obesity
- \* Evaluations
- \* Adolescent Medicine
- \* Teen Health
- \* Hearing and vision screening

## **Children's Services**

- \* Well Woman Exam
- \* Gynecology
- \* Prenatal Care and Delivery
- \* Cancer Screening/Family Planning
- \* Menopause and Osteoporosis Care

## **Senior Health**

- \* Vision Screening
- \* Hearing Screening
- \* Prostate Exam
- \* Blood Pressure / Cholesterol Screening
- \* Arthritis Treatment
- \* Blood Pressure
- \* Heart Disease & Diabetes
- \* Clinical Geriatrics
- \* Cancer Screening
- \* Alzheimer's Support Group

## **Preventative Health**

- \* Physical Exams
- \* Diabetes/Cholesterol Screening
- \* Cardiac Risk Factor Screening
- \* Cancer Screening
- \* Nutrition Evaluation
- \* Counseling
- \* Smoking Cessation
- \* Children & Adult Immunizations
- \* Health Education
- \* Stress Management
- \* Weight Management
- \* TB Clearance

## **Family Health**

- \* Adult Child Care
- \* Minor Surgery
- \* Injuries
- \* Yearly Check Ups
- \* Family & Adolescent Counseling
- \* Medical Care
- \* Wellness Programs

## **Sports Medicine**

- \* Pre-Sport Season Physicals
- \* Injuries

## **Behavioral Health**

- \* Brief Individual and Group Counseling
- \* Referrals for behavioral health specialists
- \* Depression screenings
- \* Refills for certain prescriptions
- \* See next page for more info about our behavioral health services

## **Group Classes & Other Education**

Ask your primary care provider about group classes being provided at FCS. The FCS behavioral health department regularly hosts a 10-week "Wellness" group for patients dealing with both a mental health and chronic disease diagnosis (for example, diabetes). Family Care Specialists also hosts a six-week Diabetes education class. Additionally, your FCS primary care provider has access to a wide array of patient education materials they can give you about your health condition.

# **Behavioral Health Services In Depth**

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### **What is Behavioral Health?**

When problems arise between the mind and body, people may develop conditions that affect how they think and behave.

These conditions disrupt their day-to-day lives in ways that can be harmful to themselves or to others. Additionally, behavioral health issues may affect a person's physical health.

Behavioral health services address the full range of mental and emotional well-being:

- It can help to address how we cope with day-to-day challenges of life
- It can prevent, intervene, and provide treatment for various mental health illnesses, such as depression, anxiety, substance abuse and other addictive behaviors.

### **What Signs Should I Look For?**

If you experience any or all of the following, you may need behavioral healthcare services:

- An increase in isolative or withdrawn behavior
- Significant change in sleeping patterns
- Overwhelming sadness or loneliness
- Loss of interest, appetite, motivation
- Anxiety and/or panic attacks

If you think that you or someone you care for may benefit from mental health counseling or another behavioral health treatment, the best place to start is with your primary care provider. Discuss your symptoms with them and ask for a referral to a behavioral health provider.

### **FCS Behavioral Health Services**

#### **What Services are Provided?**

#### **Who are Services Provided For?**

FCS provides Behavioral Health Services that serve children, adults, and older adults. Our mental health providers work as a part of the integrated care team at the FCS clinic.

The Behavioral Health Team is composed of licensed mental health counselors that offer brief therapy and assessment to patients with low to moderate mental health care needs.

We are invested in providing each person with caring and compassionate support in a culturally and linguistically sensitive/aware environment.

To look into behavioral health services, ask your primary care provider!

### **Bullet Point Synopsis of FCS Behavioral Health Services**

- Brief counseling for patients with low to moderate mental health care needs
- Regardless of your income, referrals for to outside mental health specialists for services not covered by FCS
- Group counseling such as our "Wellness Group" and diabetes education classes
- All patient—adults and children over the age of 12—are given a depression screening once per year by their primary care provider
- Prescriptions for certain mental health medications by the FCS primary care provider
- Refills for certain mental health medications by the FCS primary care provider while patient is waiting to see their specialist

# Medical Questions During & After Hours

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## Family Care Specialists

“We always answer the phone.”

**24Hours/7Days a Week**

**365 Days/Year**

### **When our office is closed...**

Instructions for reaching our doctors for medical advice

- Call the office phone number:  
323.226.1100
- FCS' professional answering service will answer your call and page the on-call provider.
- The provider on-call will call you back and address your medical needs.

***Please Note:***

**Providers Cannot Schedule Appointments or Submit Authorizations**

*\*You may also contact the Nurse Line listed on your insurance card\**

*\*Seek Urgent Medical Care at the local Urgent Care Center (Ask Our Front Desk)\**



### **When our office is open...**

Instructions for reaching our doctors for medical advice

- **Via the Phone:** Call the main office phone number: 323.226.1100. Tell the operator that you would like to ask a medical question to your medical provider. You will be routed to the proper person/department. If a callback is required, our doctors/medical providers aim to call patient back within 24 hours.
- **Via the Patient Portal:** You can send a question to your medical team through secure messaging on the Patient Portal. Please note that urgent problems should not be dealt with on the portal. Providers aim to give a response within two business days.
- You can always contact the Nurse Line listed on your insurance card as well for medical advice

### **Holidays Observed:**

Memorial Day

Fourth of July

Labor Day

\*Thanksgiving (Thursday & Friday)

Christmas Eve & Christmas Day

New Years Eve & New Years Day

# Forms, Rx Refills & Authorizations

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### **Dropping of Forms**

Should you require an important document to be completed by your provider please drop off the form with the front desk or your provider's Medical Assistant. Allow 7-10 business days in order to allow us to complete your form. Someone from our office will contact you once your form is ready to pick up. Prior to dropping off the form, please consider the following.

#### **Instructions:**

- Complete your portion of the documentation
- Sign a release form which authorizes your provider to complete the provider's portion of your document.
- There may be a fee associated for your request.
- Allow 7-10 business days in order to allow us to complete your form.

#### **Form(s) To Drop Off:**

- Disability Requests
- Jury Duty Excuse
- GAIN
- SSI
- Physical Forms (Excluding DMV)
- Rx Prescription Assistance Program Forms

### **Prescription Refills**

Request pharmacy refills 7 days prior to your medication refill due dates, to assure you are not left without medication. Allow us 48Hours to approve your medication request. Assure that your provider consults are current in order to avoid having to schedule an appointment prior to the release of a medication refill.

### **HMO Authorizations**

HMO patients—the request will be submitted to the Utilization Management Department of your Medical Group. The approval or denial documentation will be mailed to your address within 5-7 days. Please contact our office if you do not receive notice of your authorization. Upon receipt of the approved authorization, the provider's contact information to whom you have been referred is listed on the letter. It is your responsibility as the patient to contact that provider and schedule an appointment.

# Insurances & Payment Accepted

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FCS accepts a wide array of insurance and payment, including Medi-Cal and Medicare, and self-pay. Family Care Specialists provides equal access for all patients accepted into the practice, regardless of insurance status. FCS accepts the following insurances and payment methods. Please note that insurances may change and you should check in with our office to make sure that your insurance is accepted.

### **Summary of Accepted Payments**

- PPO and HMO Insurance
- Medicare
- Medi-Cal
- Self-Pay

***Note:** FCS accepts health plans through Covered California*

### **PPO Plans**

- Blue Cross
- Blue Shield
- Cigna
- HealthNet
- Tricare
- First Health (Coventry)
- Multi-Plan –this plan administers many health insurances
- Others

### **HMO Plans**

- Anthem Blue Cross HMO
- Anthem Blue Cross POS
- Blue Shield HMO
- Blue Shield POS
- Blue Shield 65
- Blue Shield 65 Choice
- Blue Shield GMAPD
- Care 1<sup>st</sup>
- Care 1<sup>st</sup> Senior HMO
- Caremore
- Central Health Plan
- Cigna HMO
- Cigna POS
- Easy Choice Health Plan Medicare Advantage
- HealthNet HMO
- HealthNet POS
- HealthNet Seniority
- Humana Health Plan Medicare Advantage
- LA Care Health Plan MediCal
- LA Care Health Plan Medicare Advantage
- United Healthcare HMO
- United Healthcare POS

# Need Health Insurance?

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## **What options are available for obtaining health insurance coverage?**

FCS cares about your health and the peace of mind that comes from having health insurance. There are public and private options for health insurance to explore, even if you are undocumented. Beyond employer-based health insurance, these are the categories available for health insurance coverage:

- **Medicare:** Medicare is a public health insurance primarily for seniors, age 65 and over. People younger than 65 with certain disabilities can also qualify for Medicare. You must be a citizen or legal immigrant to qualify. Among other criteria, you must have worked in the U.S. for 10 years.
- **Medi-Cal:** Medi-Cal is a public health insurance for low income individuals. You must be a citizen or legal immigrant (for five years) to qualify. Please be aware that there are Medi-Cal estate recovery laws.
- **Covered California (a.k.a. “Obamacare”):** This provides a variety of private insurance plans (or Medi-Cal) that vary in cost and benefits, and depending on income, you might qualify for government subsidies that will help lower your payments. You must be a citizen or legal immigrant to utilize Covered CA. Please be aware that there are Medi-Cal estate recovery laws.
- **Children’s Health Insurance Program:** This provides new coverage opportunities for children in families with incomes too high to qualify for Medi-Cal, but who cannot afford private coverage
- **Other State Programs:** The State of California has a variety programs that you may qualify for that can provide coverage for various medical services such as family planning.
- **Undocumented? Available Options:** If you are undocumented and low income, you may qualify for Myhealthla.com, which is provided through the County of Los Angeles. You will need to visit a community clinic to talk to an enrollment specialist, and obtain care from the clinic. You also can purchase private insurance directly from the insurance carrier or a broker (not on the Covered CA website), or obtain insurance through an employer or a student health plan through a university or college. Other options may be available as well.

## **How can FCS help me obtain health insurance?**

As you can see from above, there are a variety of options for health insurance. Often patients think that they have no options or are overwhelmed by the options. Let our staff help you out! Here’s how we can help:

### **FCS Patient Contact:**

#### ▪ **Medicare, Medi-Cal, Obamacare, State-Funded Programs:**

Liz Gutiérrez can help FCS patients with enrollment and questions about these programs. For Obamacare, we have referrals who can help you with enrollment. Call 323-316-9683 to set up an appointment. Or have the front desk schedule an appointment with her for you.

# Transferring Medical Records

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To fully understand your health needs, it is important that your Family Care Specialists medical team have comprehensive medical information and medical records from you. Some information about your medical history and other topics can be self-reported through our comprehensive health assessment form that we give to new patients, and also through other means such as discussions with your provider.

Below, though, are the types of written medical records that we will need from your current or past medical providers/facilities:

- Medical Records from your former primary care provider
- Medical Records from recent visits to specialists
- Medical Records from recent lab / test results
- Medical Records from any visits to the Emergency Room or hospital stays

## How Do You Transfer Records to FCS?

There are different ways to provide FCS with your medical records from outside facilities/providers:

- ✓ You can bring a copy of your medical record(s) to the FCS office
- ✓ You can sign a release authorization and have our staff obtain the records from your outside medical provider/facility

## Contact Information

Let our Medical Records Specialist help you get your medical records transferred to FCS. If you are a new patient, she can explain the process of migrating your personal health record from your past primary care provider.

**Dominique Gonzalez**  
**Medical Records**  
323-226-1100

### **Taking Your FCS Records with You**

We also can help you transfer your FCS records to specialists and outside facilities who you are currently seeing—charges may apply. Don't forget, you can always sign up for a Patient Portal account where you have electronic access to your FCS medical records. This can make it very easy to print out your FCS medical records for other doctors!