





SIGN UP

for the Patient Portal

The Patient Portal is an easy and convenient way to get in touch with your Care Team. It is a free service for all NEVHC patients and can be accessed 24 hours a day, seven days a week. The secured internet website allows you to send non-urgent messages to your Provider and Care Team at your convenience. The Portal also enables you to request and cancel appointments; refill prescriptions; and view medical records and lab test results. Sign up for the Portal the next time you visit your NEVHC health center. For more information or to get help with your account, call **(818) 979-7444**.







PREPARE

for your appointment

-  Make a list of health questions. Ask a friend or relative for help if you need it. List the questions in order of importance.
-  Make a list of other health providers you have visited. Write down their names, addresses, phone numbers, and the reasons you visited them.
-  Take all of your medicines in their original containers to your appointment. Be sure to include prescriptions, over-the-counter, natural and herbal medicine, and vitamins.
-  Take your insurance card or other insurance information to your appointment.
-  If you wish, ask a family member or trusted friend to go to your appointment with you.

DURING

your appointment

-  Write down the names of your Care Team members.
-  Use your list of questions. Ask your most important questions first.
-  Talk with your team about what health issue to work on first.
-  Be sure you know what you need to do before you leave the office.
-  Review with your team what was discussed during your visit.
-  Ask your team about how to reach them after hours, if needed.



**Northeast Valley
Health Corporation**
a californi^hhealth⁺ center



YOUR
medical home
www.nevhc.org



Northeast Valley Health Corporation

a californiahealth⁺ center

Primary Care MY MEDICAL home



NEVHC is your medical home, a system of care in which a team of health professionals work together to provide all your healthcare needs. You, the patient, are the most important part of a patient-centered medical home. When you visit us, you will join a team that puts your health first. You may want to include trusted friends or family members on your team. When you take an active role in your health and work closely with us, you can be sure that you are receiving the best care for you.

MY provider's name is:

MY team is:

TEAM phone number & extension:



SERVICES available

- Pediatrics
- Internal & Adult Medicine
- Chronic Disease Care
- Case Management
- Family Planning & Prenatal Care
- Well-Woman Care
- Pregnancy Testing
- Breastfeeding Support
- Behavioral Health Counseling
- Health Education
- Nutrition Counseling
- Dental
- Pharmacy
- Laboratory & Radiology
- Referral to Specialists



LOCATIONS & hours

Canoga Park (818) 340-3570

7107 Remmet Avenue

Mon., Tues., Thurs., Fri., and Sat. 8 am-5 pm;
Wed. 9 am-5 pm

Newhall (661) 593-7500

23413 Lyons Avenue

Mon., Wed. and Fri. 8 am-5 pm; Tues. 9 am-5 pm;
Thurs. 8 am-9 pm

Pacoima (818) 896-0531

12756 Van Nuys Boulevard

Mon., Thurs. and Sat. 8 am-5 pm; Tues. and
Wed. 8 am-9 pm; Fri. 9 am-5 pm

San Fernando (818) 365-8086

1600 San Fernando Road

Mon., Tues., Wed. and Thurs., 8 am-9 pm;
Fri., 9 am-5 pm; Sat., 8 am-5 pm

Santa Clarita (661) 673-8800

18533 Soledad Canyon Road

Mon., Wed. and Thurs. 8 am-5 pm;
Tues. 8 am-9 pm; Fri. 9 am-5 pm

Sun Valley (818) 432-4400

7223 N. Fair Avenue

Mon., Tues., Thurs. and Sat. 8 am-5 pm;
Wed. 8 am-9 pm; Fri. 9 am-5 pm

Valencia (661) 287-1551

23763 Valencia Boulevard

Mon. 8 am-9 pm; Wed. 9 am-9 pm;
Tues., Thurs., Fri. and Sat. 8 am-5 pm

Van Nuys Adult (818) 988-6335

14624 Sherman Way, Suite 600 (6th Floor)

Mon. and Fri. 8 am-5 pm; Tues. and Wed. 8 am-9 pm;
Thurs. 9 am-5 pm; Sat. 8:30 am-12:30 pm

*Hours are subject to change. Please contact the health center to confirm.



FOR YOUR convenience

Your Care Team knows you the best when it comes to your healthcare needs. But, we know that sometimes you may not be able to get an appointment when you need one.

For your convenience, we have walk-in and same day hours available at many health centers. Contact our Call Center to check for availability.

Call Center appointment line:
(818) 270-9777 • (661) 705-2040

We have walk-in and evening services conveniently located at our San Fernando Health Center.

Children: Mon.-Thurs. 5 pm-9 pm

Adults: Mon., Tues. and Thurs. 5 pm-9 pm

For patients in a health plan, call your plan for nurse advice 24 hours a day, seven days a week.

For life threatening emergencies, call 9-1-1 or go to the nearest emergency room.

