



**Northeast Valley Health Corporation**  
a californihealth<sup>+</sup> center



**WELCOME**

**Northeast Valley Health Corporation**

***Your Medical Home***

*New Patient Handbook*

[www.nevhc.org](http://www.nevhc.org)

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# Northeast Valley Health Corporation

a california *health+* center

1172 N. Maclay Avenue  
San Fernando, CA 91340

o: (818) 898-1388  
f: (818) 365-4031

[www.nevhc.org](http://www.nevhc.org)

## HEALTH CENTERS

**Canoga Park**  
(818) 340-3570

**L.A. Mission College**  
(Student Health Center)  
(818) 362-6182

**Maclay Middle School**  
(Health Center for Children)  
(818) 897-2193

**Pacoima**  
(818) 896-0531

**San Fernando**  
(818) 365-8086

**Santa Clarita**  
(661) 673-8800

**Sun Valley**  
(818) 432-4400

**Teen Health Center**  
(San Fernando High School)  
(818) 365-7517

**Transitions to Wellness  
& Homeless Mobile Unit**  
(818) 765-8656

**Valencia**  
(661) 287-1551

**Van Nuys Adult**  
(818) 988-6335

**Van Nuys Pediatric  
Health & WIC Center**  
(818) 778-6240

## DENTAL CENTERS

**Rainbow**  
(Canyon Country)  
(661) 673-8888

**San Fernando**  
(818) 365-8086

**Sun Valley**  
(818) 432-4400

**Teen Health Center**  
(San Fernando High School)  
(818) 365-7517

**DUI PROGRAM**  
(818) 365-2571

**WIC PROGRAM**  
(818) 361-7541

Welcome to Northeast Valley Health Corporation (NEVHC). We are a private, nonprofit community Health Center accredited by the Joint Commission.

Incorporated in 1971, NEVHC began providing quality health care to the community with the dedication of our first health center in the City of San Fernando in 1973. We have since expanded to include comprehensive primary and preventive care services at fourteen (14) licensed and Joint Commission accredited locations throughout the San Fernando and Santa Clarita valleys. We also offer several other health-related programs and services.

Our Primary Care Health Centers provide services for the entire family. Adult, Pediatric and OB/GYN (Women's Health, Family Planning and Prenatal) services are available at seven (7) locations - San Fernando, Pacoima, Valencia, Canoga Park, Sun Valley, Santa Clarita, and Van Nuys.

In addition to our Primary Care sites, we operate several specialty sites. These include the Health Care for the Homeless program that is also called Transitions to Wellness; school-based health centers on the campuses of Maclay Middle School, San Fernando High School, L.A. Mission College, and Sun Valley Middle School; and our Van Nuys Adult Health Center for persons living with HIV/AIDS.

This booklet was designed to assist you and your family in using our services. Please take a moment to review the information that we have provided.

If you have general questions about obtaining services or if you wish to make an appointment for services, you may call or visit the health center nearest you or call our Appointment Call Center at (818) 270-9777 or (661) 705-2040. We know that from time to time problems may occur, and we want to be able to help solve them with you. If you have a complaint or a suggestion that may help us serve you better, please take a moment to let us know. There are suggestion boxes located in every health center.

Thank you for choosing NEVHC for your family's healthcare needs.

Sincerely,

Kimberly Wyard  
Chief Executive Officer

Christine Park, MD, MPH  
Chief Medical Officer

## **ABOUT NEVHC**

Northeast Valley Health Corporation (NEVHC) is a private nonprofit, federally funded community health center. Ownership is vested in a Board of Directors, 51% of whom are health center consumer members. The Board of Directors establishes policy and ensures compliance with all federal, state and local regulations. NEVHC operates licensed primary care health centers and other health-related programs throughout the San Fernando and Santa Clarita valleys.

## **OUR VISION**

Northeast Valley Health Corporation will improve the health and well-being of patients and communities, and be an integral part of a system of care that provides healthcare access to all.

## **OUR MISSION**

The mission of Northeast Valley Health Corporation is to provide comprehensive, high-quality and safe healthcare services to the residents of Los Angeles County, particularly in the San Fernando and Santa Clarita valleys with special concern for the medically underserved and low-income populations.

Services are delivered in a manner that is sensitive to the economic, cultural and social needs of the community.

Northeast Valley Health Corporation provides leadership in the areas of healthcare delivery and health professional training, research, and health education; advocates for health services; and pursues dynamic healthcare programs to meet the needs of the community.

# HISTORY

The dream of creating a healthcare system tailored to the needs of the community it serves and governed by residents of that community had its origins in the late 1960s when a handful of community leaders began to explore the possibilities. That dream resulted in Northeast Valley Health Corporation (NEVHC), which now operates 14 licensed and Joint Commission accredited health centers throughout the San Fernando and Santa Clarita valleys.

Beginning in a local storefront, NEVHC was incorporated in February 1971. On September 15, 1973, the San Fernando Health Center was officially dedicated by U.S. Senator Ted Kennedy as the only operating healthcare network of its kind in California. Two years later, on November 23, 1975, NEVHC opened the Pacoima Health Center .

Nineteen eighty-seven marked the year when the new School Health Services Division was inaugurated. In collaboration with L.A. Unified School District and the Robert Wood Johnson Foundation, a new Teen Health Center on the campus of San Fernando High School was opened. This innovative site has received national recognition as a "Models That Work" program in Washington, D.C. The division expanded in 1993 when NEVHC began providing healthcare services to Los Angeles Mission Community College students. On November 8, 2000, the health center finally found a permanent home on the college campus for the students.

In 2000, NEVHC became the sponsoring agency for the Women, Infants and Children (WIC) Program. The NEVHC WIC Program is the third largest program in California. In May of 1999, the innovative Van Nuys Pediatric Health and WIC Center opened. This specialized facility provides busy moms with a "one-stop" location for health care as well as the nutritional and educational benefits of WIC.

In August 1988, NEVHC created the Homeless Health Care Division. Staff began to do outreach and to provide healthcare services to the homeless. This was followed by the successful opening of the licensed Homeless Health Care Center in North Hollywood on the campus of the Trudy and Norman Louis Valley Shelter for the Homeless. Today, NEVHC is the lead agency for the Los Angeles Collaborative Homeless Health Care Project, one of the largest in the nation with 14 agencies delivering healthcare services to Los Angeles' homeless residents.

Funding from the Ryan White Care Act for HIV positive patients was awarded to NEVHC in 1991. Originally in Panorama City, the HIV specialty clinic was moved to Van Nuys and renamed the "Van Nuys Adult Health Center" for patients affected by the disease. Today, the health center also provides specialty care for Hepatitis C patients and for primary care adults.

Facing a major financial crisis in November 1995, L.A. County turned over the keys of two of their clinics, the Canoga Park and Valencia health centers, to NEVHC's management. The two health centers were added to NEVHC's growing roster of primary care health centers to meet the rising number of uninsured patients in the county under the Public Private Partnership (PPP) Program.

On April 18, 2001, the School Health Services Division expanded once again with the opening of the Maclay Health Center for Children on the campus of Maclay Middle School. This site serves the students of Maclay Middle School, Maclay Primary, Pacoima Elementary, Broadous Elementary and Fenton Elementary schools. In 2008, NEVHC opened the largest community health center on a school campus in the nation at Sun Valley Middle School in collaboration with L.A. County Department of Health Services, LAUSD and L.A. Care Health Plan.

On August 16, 2010, NEVHC's primary healthcare services expanded with the opening the new Santa Clarita Health Center; and in 2012, Rainbow Dental Center in Canyon Country became NEVHC's 14th site. In 2017, a new Van Nuys Adult Health Center opened and expansion in the Santa Clarita Valley continued with the opening of the Newhall Health Center. And the dream continues...

## 2017 BOARD OF DIRECTORS

### Officers

Kurt Cabrera-Miller (C)  
Chairman

Maria Angie Pacheco (P)  
Vice Chairman

Theodore G. Bradpiece (P)  
Treasurer

Shannon Lund (C)  
Secretary

### Members

Juan F. Vargas, M.D.  
(P)

Mark Stokes  
(C)

Anthony Peña  
(P)

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(P)

Eli Perdido  
(C)

Jinhee Kim  
(C)

Sonia Mariscal-Navarro  
(C)

Michael Cousineau, M.D.  
(P)

Paul Chung, M.D.  
(P)

Melissa Schmidt  
(C)

Cittlaly Vasquez  
(C)

(C) = Consumer

(P) = Professional

## **NEVHC – YOUR MEDICAL HOME**

Let's face it, health care can be confusing! Many people who visit doctors often feel lost in the system. The healthcare team at NEVHC listens to its patients and helps them navigate the healthcare system. Our staff is committed to treating our patients with C.A.R.E., a patient-centered approach to enhance patient and healthcare team communication.

### **WHAT IS A PATIENT-CENTERED MEDICAL HOME?**

A medical home is a system of care in which a team of healthcare professionals work together to provide all of your healthcare needs. At NEVHC, the patients are the most important part of a patient-centered medical home.

### **WHO ARE MY TEAM MEMBERS? HOW WILL I KNOW MY TEAM?**

When you become an NEVHC patient, you will select or be assigned to a provider and the provider's team. You will be given information about how to reach your team. The team will get to know you and your family situation and health issues. The health care team will deliver personalized care that helps you take charge of your health. You are encouraged to include trusted friends or family members as part of your healthcare team. When NEVHC and our patients work closely together, we can be certain that we are meeting the needs of our patients and delivering the best possible care!

### **HOW DO I MAKE AN APPOINTMENT?**

The healthcare team knows the patient best when it comes to meeting healthcare needs; therefore, we want each patient to see their regular provider for each scheduled visit. But, we realize we may not always have an appointment when it is needed. For your convenience, NEVHC has same day and walk-in hours available at many of our health center locations. If you call an NEVHC health center after business hours, we have doctors on call to assist you.

To MAKE or CANCEL an appointment, please contact the Call Center:

**Call Center Appointment Line: (818) 270-9777 -OR- (661) 705-2040**

**(Hours: 7:30 a.m. - 7 p.m. Mon.-Thurs.; 7:30 a.m. - 5 p.m. Fri.; 7:30 a.m. - 12 p.m., Sat.)**

The San Fernando Health Center has evening hours for same day appointments for adults and children. For your convenience, the Call Center can schedule an appointment for this location

**LOCATION: 1600 SAN FERNANDO RD, SAN FERNANDO, CA 91340**

**HOURS: 5 p.m. - 9 p.m. Mon.-Thurs. (PEDIATRICS)**

**5 p.m. - 9 p.m. Mon., Tues. & Thurs. (ADULT MEDICINE)**

## **YOUR MEDICAL HOME (Cont.)**

The Healthcare Team at Northeast Valley Health Corporation is committed to implementing these Guiding Principles through partnerships with patients and those whom the patients define as their family.

### **WE ARE COMMITTED TO:**

#### **Creating a welcoming & caring environment for all patients and families**

- Be approachable, caring and professional
- Offer personalized attention and service
- Communicate roles, services & processes in a clear & concise manner
- Provide a safe, welcoming, organized & comfortable physical space

#### **Creating a system to provide quality & safe patient care**

- Provide coordinated & efficient care that reduces or eliminates waste
- Promote continuity of care & follow-up to meet patients' & families' needs
- Respect the patients' & families' time
- Exemplify competence & work together as a team
- Integrate evidence-based practice with patients'/families' preferences, cultural values/beliefs

#### **Creating safe, effective & accessible health delivery systems**

- Provide easy access to facilities, services & care providers, including after-hours access
- Give support & navigation for patients/families as they transition through the healthcare system
- Link patients/families to needed community and social services

#### **Creating open, consistent & clear communication**

- Provide education & information in an appropriate format and language
- Convey common & consistent messages across the organization
- Provide a supportive environment to foster patient and family trust

#### **Creating & fostering mutually beneficial relationships built on dignity and respect**

- Listen to & honor patients' and families' perspectives & choices
- Support patients' & families' participation in care, self-management & decision-making
- Forge a partnership of healthcare team members, patients & families equally
- Collaborate with patients & families in program development, implementation & evaluation, as appropriate

## **IMPORTANT NEVHC TELEPHONE NUMBERS & WEBSITES**

**Patient Appointment Line:** (818) 270-9777  
San Fernando Valley

(661) 705-2040  
Santa Clarita Valley

**Dental Appointment Hotline:** (818) 270-9555

**Insurance Help Information Line:** 1(866) MYNEVHC  
(696-3842)

**Patient Complaint Line:** (818) 270-9506

**Pharmacy (Automated) Refill Line:** (818) 270-9797

**Pharmacy Help Line:** (818) 270-9279

**Pharmacy website:** [www.guardianrx.net/nevhcrx](http://www.guardianrx.net/nevhcrx)

**NEVHC website:** [www.nevhc.org](http://www.nevhc.org)

### **REMINDER**

**NEVHC requires 24 hours advance notice of cancellation of a patient appointment.**

# WHAT SHOULD I DO WHEN I NEED MEDICAL CARE?

CALL YOUR HEALTH CENTER DURING CLINIC HOURS

-OR-

NEVHC CALL CENTER / APPOINTMENT LINE: (818) 270-9777 or (661) 705-2040

**PACOIMA**  
**(818) 896-0531**  
Mon., Thurs. & Sat.:  
8 a.m. - 5 p.m.  
Tues. & Wed.:  
8 a.m. - 9 p.m.  
Fri: 9 a.m. - 5 p.m.

**SAN FERNANDO**  
**(818) 365-8086**  
Mon. - Thurs.:  
8 a.m. - 9 p.m.  
Fri.: 9 a.m. - 5 p.m.  
Sat.: 8 a.m. - 5 p.m.

**SUN VALLEY**  
**(818) 432-4400**  
Mon., Tues., Thurs., Sat.:  
8 a.m. - 5 p.m.  
Wed.: 8 a.m. - 9 p.m.  
Fri: 9 a.m. - 5 p.m.

**VAN NUYS**  
**PEDIATRIC**  
**(818) 778-6240**  
Mon., Wed., Thurs., Fri.:  
8 a.m. - 5 p.m.  
Tues.: 9 a.m. - 5 p.m.

**CANOGA PARK**  
**(818) 340-3570**  
Mon., Tues, Thurs.,  
Fri. & Sat.:  
8 a.m. - 5 p.m.  
Wed: 9 a.m. - 5 p.m.

**VALENCIA**  
**(661) 287-1551**  
Mon.: 8 a.m. - 9 p.m.  
Tues., Thurs., Fri. & Sat.:  
8 a.m. - 5 p.m.  
Wed.: 9 a.m. - 9 p.m.

**SANTA CLARITA**  
**(661) 673-8800**  
Mon., Wed. & Thurs.:  
8 a.m. - 5 p.m.  
Tues.: 8 a.m. - 9 p.m.  
Fri: 9 a.m. - 5 p.m.

**FOR HEALTH PLAN PATIENTS:** For medical advice and assistance, you may call your health plan's 24-hour nurse advice line listed below:

**HEALTH NET**  
(800) 440-5724

**LA CARE**  
(800) 249-3619

**CARE 1ST**  
(800) 605-2556

**BLUE CROSS**  
(800) 224-0336

**BLUE SHIELD**  
(877) 304-0504

**MOLINA**  
(888) 275-8750

**AFTER CLINIC HOURS:** CALL YOUR HEALTH CENTER TO SPEAK TO THE ON-CALL DOCTOR FOR URGENT MEDICAL PROBLEMS (24 HOURS/DAY).

**FOR LIFE THREATENING MEDICAL EMERGENCIES, CALL 9-1-1**

# PRIMARY & PREVENTIVE MEDICAL CARE

## LICENSED PRIMARY CARE HEALTH CENTERS

### Addresses & Hours of Operation

#### **Pacoima Health Center**

12756 Van Nuys Blvd., Pacoima, CA 91331  
(818) 896-0531

**Hours:** 8 a.m. - 5 p.m. Mon., Thurs. & Sat.  
8 a.m. - 9 p.m. Tue. & Wed.  
9 a.m. - 5 p.m. Fri.

**Bus lines:** 292, 233, 744

#### **Canoga Park Health Center**

7107 Remmet Ave., Canoga Park, CA 91303  
(818) 340-3570

**Hours:** 8 a.m. - 5 p.m. Mon., Tues., Thurs., Fri. & Sat.  
9 a.m. - 5 p.m. Wed.

**Bus lines:** 150, 163, 245, 363

#### **Van Nuys Pediatric Health & WIC Center**

7138 Van Nuys Blvd., Van Nuys, CA 91405  
(818) 778-6240

**Hours:** 8 a.m. - 5 p.m. Mon., Wed., Thurs. & Fri.  
9 a.m. - 5 p.m. Tues.

**Bus Lines:** 156, 162, 163, 233, 744, 788

#### **Santa Clarita Health Center**

18533 Soledad Canyon Road, Santa Clarita, CA 91351  
(661) 673-8800

**Hours:** 8 a.m. - 5 p.m. Mon., Wed., Thurs.  
8 a.m. - 9 p.m. Tues.  
9 a.m. - 5 p.m. Fri.  
Coming Soon: Saturday hours

**Bus Lines:** Santa Clarita 1, 2, 5 & 6

#### **San Fernando Health Center**

1600 San Fernando Road, San Fernando, CA 91340  
(818) 365-8086

**Hours:** 8 a.m. - 9 p.m. Mon.-Thurs.  
9 a.m. - 5 p.m. Fri.  
8 a.m. - 5 p.m. Sat.

**Bus lines:** 224, 230, 236, 239, 292  
Rapid Bus: 734, 794

#### **Valencia Health Center**

23763 Valencia Blvd., Valencia, CA 91355  
(661) 287-1551

**Hours:** 8 a.m. - 9 p.m. Mon.  
8 a.m. - 5 p.m. Tues., Fri. & Sat.  
9 a.m. - 9 p.m. Wed.  
8 a.m. - 9 p.m. Thurs.

**Bus lines:** Santa Clarita 1, 2, 4, 5, 6

#### **Sun Valley Health Center**

7223 N. Fair Ave., Sun Valley, CA 91352  
(818) 432-4400

**Hours:** 8 a.m. - 5 p.m. Mon., Tues., Thurs. & Sat.  
8 a.m. - 9 p.m. Wed.  
9 a.m. - 5 p.m. Fri.

**Bus Lines:** 163, 234, 152

#### **Van Nuys Adult Health Center**

14624 Sherman Way, Suite 600, Van Nuys, CA 91405  
(818) 988-6335

**Hours:** 8 a.m. - 5 p.m. Mon. & Fri.  
8 a.m. - 9 p.m. Tues. & Wed.  
9 a.m. - 5 p.m. Thurs.  
8:30 a.m. - 12:30 p.m. Sat.

**Bus Lines:** 162, 163, 169

# PRIMARY & PREVENTATIVE MEDICAL CARE

## Description of Services

### FAMILY MEDICINE SERVICES

**General/Internal Medicine** - A wide range of primary care services for adult patients 18 years and older, including physician visits for sick care, preventive health care, and ongoing management of chronic diseases.

**Pediatrics** - Sick and preventive health services, including vaccines and hearing/vision screenings, for children and adolescents from birth to age 18. Among the services offered are newborn and well-child care, referral to WIC, breastfeeding support, developmental screening, referrals for behavioral problems, and school sports physicals.

### WOMEN'S HEALTH SERVICES

**Prenatal Care** - Comprehensive services covering all phases of a pregnancy, including referrals to one of our hospital partners for labor and delivery and high-risk services, if needed. Our hospital partners include Northridge Hospital (Roscoe Campus), Valley Presbyterian Hospital, Holy Cross, Olive View Medical Center & Henry Mayo Newhall Memorial Hospital. Services include prenatal and postnatal medical visits, ultrasound, nutrition counseling, health education and parenting classes, breastfeeding education and support, laboratory testing, and assistance in applying for insurance programs.

**Family Planning** - Family planning services directed at the reproductive needs of both men and women are provided. Physical exams, cervical cancer screening, breast exams, patient-centered contraceptive education/counseling, pregnancy testing, screening and treatment for sexually transmitted diseases. Use of family planning services at NEVHC is on a voluntary basis. No patient is coerced to receive services or to use/not use any particular method of family planning.

**Gynecology** - General women's healthcare services are available for women who are not pregnant or using our Family Planning services, including well-woman exams. Initial evaluation for infertility and referral are also available.

### OTHER SERVICES

**HIV Testing** - Free and confidential testing is offered to any client or patient who wishes to have this test. Call (818) 988-6335 or ask about the testing at your health center.

**Pregnancy Testing** - Walk-in pregnancy testing is available at any of our primary care sites.

**Laboratory and X-Ray Services** - On-site lab and radiology services are for NEVHC patients use only. Most lab services with a provider's order do not require an appointment. All of our health centers have a lab blood-drawing station on site. The labs are open the same hours as the health centers. NEVHC's Radiology Department is located at San Fernando Health Center. The hours are: 9a.m. - 4:30 p.m. Mon., Tues. & Thurs.; 12 p.m. - 7:30 p.m. Wed.; & 9 a.m. - 4 p.m. Fri. Depending on where your NEVHC health center is located, you may be referred for an X-ray to an NEVHC contracted diagnostic center in your community.

**Mammography** - NEVHC contracts with Breast Centers of Excellence-Valley Breast Center (in Van Nuys) and Sheila Veloz Breast Center (in Valencia) for breast cancer screening and diagnostic services.

**Case Management and Referral** - Your healthcare team has staff to assist you with coordination of care, including helping you understand and control your health condition and assist you with coordinating your care to with a specialists when you get a referral from your NEVHC provider.

# DENTAL SERVICES

## Addresses & Hours of Operation

In addition to primary medical care services, NEVHC offers general dental services for children and adults at the following locations:

### **San Fernando Health Center Dental Department**

1600 San Fernando Road, San Fernando, CA 91340  
(818) 365-8086

**Hours:** 8:30 a.m. - 9 p.m. Mon. - Thurs.  
9 a.m. - 5 p.m. Fri.  
8 a.m. - 4:30 p.m. Sat.

**Bus lines:** 92, 224, 230, 236, 394

### **Sun Valley Health Center Dental Department**

7223 N. Fair Ave., Sun Valley, CA 91352  
(818) 432-4400

**Hours:** 8 a.m. - 5 p.m. Mon., Tues. & Thurs.  
8 a.m. - 9 p.m. Wed.  
9 a.m. - 5 p.m. Fri.  
8 a.m. - 4:30 p.m. Sat.

**Bus Lines:** 163, 234, 152

### **Rainbow Dental Center**

26974 Rainbow Glen Drive, Santa Clarita, CA 91351  
(661) 673-8888

**Hours:** 8 a.m. - 5 p.m. Mon.-Thurs.  
9 a.m. - 4:45 p.m. Fri.

**Bus lines:** 5, 6

### **San Fernando High School Teen Health Center - Dental Department**

11051 N. O'Melveny Ave., San Fernando, CA 91340  
(818) 365-7517

**Hours:** 7:30 a.m. - 4 p.m. Tues. & Thurs.  
8 a.m. - 12 p.m. Wed.

**Bus lines:** 230

## **SPECIAL PROGRAMS AND SERVICES**

### **HEALTH EDUCATION DEPARTMENT**

Classes in Chronic Disease Management, Prevention, Prenatal Care, Family Planning, Weight Management and Parenting are offered free of charge to NEVHC patients. Nutrition and diet counseling by a Registered Dietitian is also available by referral from an NEVHC provider.

For more information: **(818) 897-3412**

### **INFORMATION & EDUCATION PROGRAM (I&E)**

The goal of this program is to reduce unwanted pregnancies among youth and young adults by providing educational presentations in school settings to enable youths to make sound choices about their reproductive behavior.

For more information: **(818) 897-3412**

### **HOMELESS OUTREACH & HEALTH CARE SERVICES**

NEVHC's Cooperative Health Care for the Homeless Program is one of the largest federal grantees in the nation. Our grant provides services throughout Los Angeles County, contracting with multiple homeless service providers to deliver primary medical, dental and behavioral health care services throughout L.A. County. Services are provided in shelters; in fully equipped mobile medical units; by outreach teams carrying supplies; setting up near homeless encampments and in community clinics.

For more information: **(818) 898-1388**

NEVHC works closely with LA Family Housing, a housing and support program for individuals and families experiencing homelessness. Comprehensive primary healthcare management and mental health services are provided to homeless patients at the health center. Referrals to dental care, substance abuse and alcohol treatment is also provided. In addition to the health center location, we also operate a mobile medical unit which brings health care services to several homeless services site locations in the San Fernando and Santa Clarita Valleys.

**Address: 6551 Van Nuys Blvd., Van Nuys, CA 91401 - (818) 765-8656**

**Mobile Clinic (818) 270-9500**

### **PRIMARY CARE SERVICES FOR HIV CLIENTS**

The HIV Early Intervention Program conducts community-based HIV prevention and education; offers confidential HIV testing; and provides comprehensive medical, dental, psychiatric, mental health, family support, pharmaceutical assistance and case management services to persons infected and affected by HIV.

**Address: 14624 Sherman Way, Suite 600, Van Nuys, CA 91405 - (818) 988-6335**

### **DUI PROGRAM**

NEVHC operates a Driving under the Influence (DUI) Program. The program receives mandated court referrals as well as referrals from the California Department of Motor Vehicles (DMV). Completion of a DUI program is a requirement of the DMV in order to reinstate driving privileges. Substance abuse education and counseling services are provided. This is a fee-for-service program.

**Address: 1036 N. Maclay Ave., San Fernando, CA 91340 - (818) 365-2571**

### **WOMEN, INFANTS & CHILDREN (WIC) PROGRAM**

Our WIC Program provides pregnant, breastfeeding and postpartum women, infants and children (less than five years of age) with monthly food vouchers. Nutrition education, counseling, breastfeeding support and referrals to other programs are among the services provided.

**WIC Services - (818) 361-7541 or (800) 313-4942**

## SCHOOL-BASED HEALTH SERVICES

### **San Fernando High Teen Health Center**

The Teen Health Center is located on the campus of San Fernando High School and provides comprehensive medical, dental, behavioral health, and health education services to the students at the high school, Mission Continuation, McAllister High School (pregnant teens) and YWCA Infant Center.

**San Fernando High Teen Health Center, 11051 N. O'Melveny Street, San Fernando, CA 91340 - (818) 365-7517**

### **L.A. Mission College Student Health Center**

Located on the campus of Los Angeles Mission College, the Student Health Center provides basic health care, referral, family planning, case management, health screenings and health education to enrolled students of the college. Proof of college enrollment is required to use this site.

**L.A. Mission College Student Health Center, 13356 Eldridge Ave., Sylmar, CA 91342 - (818) 362-6182**

### **Maclay Health Center for Children**

Located on the campus of Maclay Middle School, this innovative health center provides comprehensive medical care and case management services to the students of Maclay Middle, Maclay Primary, Broadous Elementary, Fenton Elementary and Pacoima Elementary schools.

**Maclay Health Center for Children, 12540 Pierce, Pacoima, CA 91331 - (818) 897-2193**

### **Sun Valley Health Center**

Located on the campus of Sun Valley Middle School, this is a full service, comprehensive primary care health center that serves families and students of Sun Valley Middle School, Sun Valley Magnet and Celebrity Cardinal Charter School and the community at large.

**Sun Valley Health Center, 7223 Fair Ave., Sun Valley, CA 91352 - (818) 432-4400**

## PHARMACY SERVICES

NEVHC operates an on-site pharmacy for NEVHC patients at the San Fernando Health Center.

Prescriptions written by any of our NEVHC providers can be filled at the NEVHC pharmacy.

**Pharmacy address: 1600 San Fernando Road, San Fernando, CA 91340 (Building A)**

### **Pharmacy Hours:**

Monday: 8 a.m. - 9 p.m.

Tuesday: 8 a.m. - 9 p.m.

Wednesday: 8 a.m. - 9 p.m.

Thursday: 8 a.m. - 9 p.m.

Friday: 9 a.m. - 5 p.m.

Saturday: 8 a.m. - 5 p.m.

Sunday: Closed

### **To Refill Prescriptions:**

Pharmacy Refill Line available 24 hours: **(818) 270-9797**

You can also refill your prescription online by going to **[www.guardianrx.net/nevhcrx](http://www.guardianrx.net/nevhcrx)**. To use this site, you will need to sign up and set up a personal account.

**If you need pharmacy assistance during pharmacy hours, please call (818) 270-92RX.**

## **BILLING and PAYMENT INFORMATION**

### **PAYMENT POLICY:**

Northeast Valley Health Corporation expects payment on the day services are provided. No-cost, low-cost and sliding-fee programs are available. No one will be denied services based solely on the inability to pay.

### **PAYMENT METHODS:**

Northeast Valley Health Corporation accepts the following types of payment for services:

**Cash, Check, Credit Card (VISA or MasterCard)**

**Medi-Cal, Medicare**

**Most Private Insurance Plans**

In addition, NEVHC has Managed Care Contracts with the following health plans through Health Care LA, I.P.A.:

#### **Medi-Cal Managed Care:**

Anthem Blue Cross  
L.A. Care Health Plan  
L.A. Care/CHP  
Health Net  
Care 1<sup>st</sup>  
Molina

#### **Dental:**

Access  
Health Net  
Liberty

#### **Commercial:**

Healthy Kids (LA Care)  
Blue Shield (HMO, POS)  
Health Net (HMO, POS)  
Health Net Covered CA  
L.A. Care Covered CA  
Molina Covered CA

#### **CalMediConnect Plans:**

L.A. Care Health Plan  
Care 1<sup>st</sup> Health Plan  
Molina Health Plan

#### **Medicare Advantage Plans:**

Health Net (Sapphire Plan)  
Brand New Day  
Alignment Health Plan

#### **Medicare HMO:**

Care 1<sup>st</sup> Health Plan  
Health Net (Jade and Healthy Heart Plans)  
Brand New Day  
Alignment Health Plan

For patients who are uninsured, NEVHC offers several programs. Based on your income and family size, you may be eligible for one of these programs. Our Business Office staff will be glad to assist you with payment information and program eligibility requirements.

## PROGRAMS AVAILABLE FOR UNINSURED PATIENTS

PROGRAM	ELIGIBILITY CRITERIA	FEES
<b>Community Health Center Sliding Fee Program</b>	<p>Must have household income under 200% of Federal Poverty Level.</p> <p>Required documentation to apply*:</p> <ul style="list-style-type: none"> <li>Proof of income</li> <li>Proof of identity</li> <li>Proof of address Family size</li> </ul> <p>(May include a variety of required documents for each category)</p>	<p>Total cost of patient visit fees are adjusted based upon the percent of poverty.</p> <p>Patients under 100% of the Federal poverty pay a nominal fee.</p> <p>What is covered: cost of medical visit, diagnostic tests (X-ray, lab), case management, nutrition, health education, insurance assistance</p> <p>What is not covered: prescriptions (separate program); dental (separate program); specialty care and/or care from non-NEVHC providers</p>
<b>L.A. County Indigent Program My Health L.A. (MHLA) Administered by the County of Los Angeles</b>	<p>Patient must have a household income at or below 138% of the Federal Poverty Level based on family size and income, and be a resident of L.A. County. For patients who can also demonstrate citizenship, naturalization or alien registration status for five consecutive years, patient may be required to apply for Medi-Cal first and, if denied, can be put on the program.</p>	<p>No cost for visits, medications or diagnostic testing if deemed eligible for program by L.A. County</p> <p>(Adults up to 138% of the Federal Poverty Level and children to 250% of the Federal Poverty Level who are legally in the U.S. may qualify for Medi-Cal, which offers more comprehensive services.)</p>
<b>Family PACT (State Family Planning Program)</b>	<p>Patient must have a household income under 200% of Federal Poverty Level based on family size and income.</p> <p>Must be using birth control or seeking a contraceptive method to qualify</p> <p>Male and female patients eligible</p> <p>Must live in California</p>	<p>Limited to family planning services only</p> <p>Covers office visits, lab tests (including pregnancy testing), birth control and medications, STD screening and treatment, Family PACT also covers permanent sterilization (by referral).</p>
<b>Title X (Federal Family Planning Program)</b>	<p>Patient not eligible for Family PACT may apply for Title X.</p> <p>Patient must have a household income under 250% of the Federal Poverty Level.</p> <p>Must be using birth control or seeking a method.</p> <p>Male and female patients eligible</p>	<p>Limited to family planning services only. Covers office visits, lab tests (including pregnancy testing), birth control and medications, STD screening and treatment, Patients over 200% to 250% of poverty must pay a share of cost.</p>
<b>Child Health &amp; Disability Prevention (CHDP) Program</b>	<p>Newborns and those up to age 21 must have a household income at or below 200% of the Federal Poverty Level.</p> <p>Must be a California resident</p> <p>All those eligible will be screened for Medi-Cal as part of the eligibility screening for this program and may be placed on CHDP Gateway (temporary Medi-Cal).</p>	<p>This program is free to those who qualify but is limited to well-child screenings (office visit, lab, hearing/vision screening) at recommended intervals. School sports physicals are also covered.</p>
<b>Cancer Detection Program</b>	<p>Women are eligible for breast and cervical cancer screening.</p> <p>Age restrictions</p> <p>Screening mammogram for age 40 and older</p> <p>Diagnostic mammogram for symptomatic women at any age</p> <p>Cervical Cancer (PAP) Screening, age 21 and older</p> <p>Women must have a household income at or below 200% of the Federal Poverty Level.</p> <p>Must reside in California</p> <p>Must not be receiving these services from any other government program</p>	<p>Program is free to those women who qualify. This program is only offered at NEVHC - San Fernando, Pacoima, Valencia and Canoga Park Health Center sites. Limited program for breast and cervical cancer screening only.</p> <p>For women who have an abnormal screening, the program pays for advanced work-ups/procedures up to the diagnosis of cancer.</p> <p>If diagnosed with cancer, California offers a program for treatment called the Breast and Cervical Cancer Treatment Program (BCCTP).</p>
<b>Community Health Center Dental Program</b>  <b>(Dental services for homeless patients and HIV patients are available by referral from the program for each of these special populations.)</b>	<p>Patient must have a household income at or below 200% of Federal Poverty Level.</p> <p>Required documentation to apply:</p> <ul style="list-style-type: none"> <li>Proof of income</li> <li>Proof of identity</li> <li>Proof of address</li> </ul> <p>Information about family size Covers Levels 1-3 dental services only</p>	<p>Total cost of patient visit fees are adjusted based upon the percent of poverty.</p> <p>For emergency and primary preventive care fees range from \$30-\$50 per visit. For Basic Dental services - discount ranges 20-40% off total charges</p> <p>For Advanced dental procedures (level 4) - discount ranges from 5-25% off total charges.</p>

<b>PROGRAM</b>	<b>ELIGIBILITY CRITERIA</b>	<b>FEES</b>
<b>Pharmacy Discount Program</b>	Patient must have household income at or below 200% of Federal Poverty Level. Must be a health center patient using clinic services	NEVHC participates in the Federal drug program (340b). Based on the level of poverty; fees are marked down on drugs anywhere from 40-95% off of the cost of the wholesale price of the drug. Dispensing fees may apply for each drug.
<b>Mammogram</b>	Uninsured women who require a screening mammogram can apply for a discount through NEVHC Woman must have household income at or below 200% of the Federal Poverty Level.	Mammography only available at diagnostic centers contracted with NEVHC. Discount does not apply to diagnostic work up for abnormal findings. Women who are diagnosed with breast cancer can apply for the BCCTP program (California State treatment program).
<b>FFS Prenatal Package</b>	Pregnant women who are not or choose not to apply for Medi-Cal can qualify for this program.	Fees are based on OB care outpatient services only, limited diagnostic testing and procedures for low risk OB care. Covers one prenatal ultrasound. For inpatient delivery, patient must go to Olive View Medical Center. Extra costs over package costs may be applied for added procedures/testing. Fees are based on gestational age at entry
<b>Ryan White (HIV) program</b>	Individual's income must be under 300% of Federal Poverty Level to receive subsidy There are Federal caps where patient may not need to pay for visit once reached. Required documentation to apply: Proof of income Proof of identity Proof of address Information about family size Must be HIV positive	Total cost of patient visit fees are adjusted based upon the percent of poverty. Patients under 100% of the Federal poverty pay \$0.  What is covered: cost of medical visit, diagnostic tests (X-ray, lab), case management, nutrition, health education, referrals, insurance assistance, mental health Prescription drugs are covered by applying for State AIDS Drug Assistance Program (ADAP). Dental services are included through the Avalos for Levels 1-3 dental services.
<b>Health Care for the Homeless</b>	Services are free for patients with household incomes under 138% of the Federal Poverty Level Required documentation to apply: Proof of income Proof of identity Proof of address or affidavit of homelessness (NEVHC /County form)  No one will be denied services based on inability to pay. Must be homeless or have substandard living situation (car, garage, etc.) with no permanent address or living in a temporary group situation (shelter, treatment center, etc.)	What is covered: cost of medical visit, diagnostic tests (X-ray, lab), case management, nutrition, health education, mental health counseling, Specialty care referrals, insurance assistance, prescriptions, dental services included by referral to NEVHC dental program -Levels 1-3.
<b>School-based Health Center programs</b>	School-based Health Center program - must be a student served by a health center NEVHC operates under this program. No fees for patients on free/reduced lunch program Locations: Maclay Middle School San Fernando High School Sun Valley Middle School, Sun Valley Magnet and Celerity Cardinal Charter School	What is covered: cost of medical visit, diagnostic tests (X-ray, lab), case management, nutrition, health education, mental health referrals, specialty care referrals, insurance assistance, prescriptions, referral to dental program (on or off site).

## ADVANCED MEDICAL DIRECTIVES

Let us know if you have an advanced medical directive. We will keep a copy in your record.

**What is An Advanced Medical Directive?:** What kind of medical care would you want if you were too ill or hurt to express your wishes? The advanced directive form lets you have a say in how you want to be treated if you get very sick. It is also a way to share your wishes with family, friends and your healthcare provider.

**Choose your healthcare agent:** Your healthcare agent is a person who can make medical decisions for you if you are too sick to make them yourself. He/she is usually a family member or friend who is at least 18 years old, knows you well, and can be there for you when needed. Your healthcare agent is someone you trust to do what is best for you and can tell your doctors about the choices you have made on the form.

**Decisions your health care agent can make:** Your healthcare agent can choose or change the following: doctors; nurses; social workers; hospitals or clinics; medicine or tests; and what happens to your body and organs after you die.

**Other decisions your health care agent can make:** Your healthcare agent can decide if you need life support treatments, including cardiopulmonary resuscitation (CPR) to keep your blood pumping; breathing machine or ventilator (a machine that pumps air into your lungs and breathes for you); dialysis (a machine that cleans your blood if your kidneys stop working); feeding tube (a tube used to feed you if you cannot swallow); blood transfusions (to put blood in your veins); surgery; and medicines.

**End-of-life care:** If you might die soon, your healthcare agent can call in a spiritual leader or honor your wishes to choose to die at home or in the hospital.

**Once you have filled out the forms:** Share them with your doctor, nurses, social workers, friends and your family. Talk to them about your choices.

**If you change your mind:** Change the form and tell those that care for you about your changes.

**Contact Neighborhood Legal Services** at (800) 433-6251 if you need help getting or completing the form.

**For more information about "Five Wishes," go to [www.agingwithdignity.org/five-wishes.php](http://www.agingwithdignity.org/five-wishes.php).**

**You may also call the Northeast Valley Health Education Department at  
(818) 270-9508 for assistance or questions .**

## **NOTIFICATION OF BUSINESS RELATIONSHIPS**

It is the intent of Northeast Valley Health Corporation (NEVHC) to conduct its business, clinical care, information management and relationships with patients, employees and affiliates in accordance with the highest ethical standards and with the laws of the State of California.

Northeast Valley Health Corporation is required to inform patients about any relevant business relationships maintained by the Corporation, members of the Board of Directors or executive staff, which are relevant to patient care.

## **DISCLOSURES**

NEVHC is a member of Healthcare LA IPA and has a risk sharing agreement with Valley Presbyterian Hospital for inpatient services for members assigned to Health Net Medi-Cal Health Plans.

NEVHC participates in a preventative healthcare incentive program with L.A. Care whereby NEVHC providers receive productivity based incentives through NEVHC.

NEVHC operates its own pharmacy located at the San Fernando Health Center and contracts with two Ralphs' pharmacies in the west San Fernando Valley and Santa Clarita Valley for My Health LA (MHLA).

## PATIENT RIGHTS

As a patient at any Northeast Valley Health Corporation (NEVHC) facility, you have the right to be treated in the following manner:

1. The right to have the best care offered to you regardless of your gender, race, whether or not you are married, or in a relationship, sexuality, ethnicity, language, citizenship, disability, religious or spiritual belief, ability to pay, or source of payment.
2. The right to courteous and considerate treatment by all staff.
3. The right to privacy during your visit to the facility.
4. The right to confidentiality of information about your medical and health conditions, and your personal problems.\*
5. The right to know and understand your medical problems, treatment plan, effects on daily living and expected outcome.
6. The right to have appropriate assessment and management of your pain within the context of available resources within a primary care setting.
7. The right to be informed about the functions and services of the primary care medical home.
8. The right to obtain care from other clinicians within the primary care medical home, to seek a second opinion, and to seek specialty care.
9. The right to participate in setting mutual goals for relief of your pain.
10. The right to refuse medical treatment, including experimental.
11. The right to participate in decisions regarding your health care, including giving informed consent for procedures after being informed of risks, benefits, options and alternatives.
12. The right to receive information about available fee payment policies, making appointments, health care after hours, and how to make suggestions and grievances to the facility.
13. The right to file a document called an "advanced directive" which tells us who you wish to have speak on your behalf, should you be unable to do so.
14. The right to participate in choosing your provider.
15. The right to expect that brochures and other materials distributed at the facilities will give accurate information in your primary language.
16. The right to a safe, secure, clean environment that is also accessible to those with disabilities.
17. The right to receive information about the training and experience of the staff that provide your health care.
18. The right to make a formal complaint regarding your medical care, billing disputes or other issues and receive a timely response from the appropriate management staff.
19. The right to be nominated to serve on the health center's Board of Directors.

If you need help reading or understanding any of your rights, please ask us to help you. You may receive additional copies of these rights by asking the receptionist or staff in the business office.

\*If we become aware of abuse of any kind or intent to harm yourself or others, the law may require us to disclose this information to authorities.

## PATIENT RESPONSIBILITIES

1. **KEEP MY APPOINTMENT:** I will keep all my scheduled appointments. If I cannot keep my appointment, I will call the clinic and cancel my appointment at least 24 hours before my scheduled appointment time.
2. **USE MY INSURANCE:** I will inform clinic staff of any private or public (e.g. Medi-Cal) health insurance I have. I will provide all financial and personal documentation, which may help qualify me for clinic services or public insurance.
3. **CALL FOR APPOINTMENT:** If I am feeling bad or have a question about my health care, I will call the clinic nurse. If I feel I need to come into the clinic for immediate medical care, case management, social services or prescription refills, I will call first. If I walk in to the clinic without calling first, I understand that I may or may not be seen.
4. **RESPECT OTHER CLIENTS AND STAFF:** I promise to respect the privacy, dignity and personal safety of all clients and staff of the clinic. I will not take anything from the clinic without first asking for staff's permission.
5. **BE ON TIME:** I will come to all my appointments on time, or I will call and reschedule my appointment.
6. **NO STREET DRUGS OR ALCOHOL:** I will not use any street drugs or misuse prescription drugs or alcohol before my appointment. I commit to come to all my appointments sober.
7. **NO WEAPONS:** I will not bring weapons of any kind into the clinic area at any time. I understand that "weapons" include guns, knives, sprays (including pepper and mace), stun guns, or personal protection devices of any kind. I understand that if I bring a weapon into the clinic, I may be asked to leave the clinic. I may also be transferred to another facility for my care. If I am legally permitted to carry a weapon or personal protection device (e.g., peace officer), I will notify the front desk upon my arrival, and appropriate arrangements will be made.
8. **WATCH MY CHILDREN:** I will supervise and control any family members and visitors, including children, who may come with me to the clinic.
9. **TAKE ALL MY MEDICINES:** I will take all the medicine that I agree to take, or I will call my nurse. I will ask any questions I have about my medicines, including when and how I should take them. I will call the clinic immediately if I decide to stop taking my medicines; if I do not understand how to take my medicines; or if my medicines make me feel worse.
10. **REPORT OTHER CARE OR ILLNESS:** I will inform the clinic staff if I am getting medical, psychiatric, mental health, case management or collaborative care (for example, acupuncture or herbal remedies, etc.) at any other clinic or anywhere else. I will inform the clinic staff if I have a fever, rash, cough, or eye drainage.
11. **SAFER SEX/SAFER DRUG USE:** I will use safer sex and/or safer drug use practices with all of my partners. If I do not understand how to do this, I will talk to clinic staff about how to prevent disease transmission.
12. **RESPONSIBLE FOR MY CARE:** I understand that I am ultimately responsible for my own health care and for that of my family. It is my responsibility to make and keep appointments for preventive care, follow up on referrals, and contact the health center when requested.
13. **PROVIDING CURRENT INFORMATION:** I understand that I am responsible for providing current contact information, an accurate health history, current medications, and participation in self-management activities.

## SUMMARY- NOTICE OF PRIVACY PRACTICES

This is a summary of the Northeast Valley Health Corporation (NEVHC) Notice of Privacy Practices. You have a right to receive a copy of the complete document.

NEVHC recognizes that your medical information is personal. We are committed to providing privacy and confidentiality of your medical information. This summary notice briefly describes NEVHC's privacy practices and the way in which we may use and disclose medical information about you.

We are required to maintain a complete copy of your medical history, current condition, treatment plan and all treatment given, including the results of all tests, procedures and therapies. We must maintain this information in a safe and secure manner that protects your privacy and confidentiality. With a few exceptions (described in the complete NEVHC Notice of Privacy Practices), we are prohibited from selling your medical information without first obtaining your authorization to do so. You have the right to read or get a copy of your medical information in most circumstances.

### NEVHC May Use and Disclose Medical Information about You in the Following Ways:

1. **At Your Request:** We may disclose information when requested by you to do so, and sometimes this may require you to sign a written authorization. We may also charge a fee for this release as permitted by law.
2. **For Treatment:** Other health professionals within or outside of NEVHC who are involved in your care may need to access your information in order to provide you with appropriate care.
3. **For Payment:** To bill or collect for payment of services from you, your insurance company, or a third party billing agency, we may disclose your information.
4. **For Healthcare Operations:** We may use or disclose medical information about you to the extent necessary to run the facility or ensure quality care.
5. **For Research:** Patient records and medical information are valuable tools used by researchers to discover new treatment options, and we may disclose your information so that others may use it to study healthcare. If we do so, we will remove information that identifies you, unless otherwise required or permitted by law.
6. **Appointment Reminders:** We may use your information to contact you as a reminder that you have a scheduled appointment.
7. **Treatment Alternatives, Health-related Benefits and Services:** We may use or disclose medical information to tell you about or recommend possible treatment options, alternatives to your current treatment, or health-related benefits or services that may be of interest to you.
8. **To Avoid Serious Threat to Health or Safety:** When necessary, your information may be used or disclosed to prevent a serious threat to the health and safety of you, the public or another person.
9. **Public Health Risks:** We may disclose medical information about you for public health activities to prevent or control disease, injury or disability; to report births and deaths; to report child abuse and/or neglect; to report reactions to medications or problems with products; to notify people of recalls of products; to notify a person that they may have been exposed to a disease or may be at risk for contracting or spreading a disease; and to notify a government agency about abuse, neglect or domestic violence as required by law.
10. **Health Oversight Activities:** We may disclose your medical information to a health oversight agency for lawful oversight activities, such as audits or inspections.
11. **Worker's Compensation:** We may release medical information about you for worker's compensation benefits for work-related injuries or illnesses.
12. **Specialized Government Functions:** We may release your medical information pursuant to specialized government functions, such as military activities, national security and intelligence activities, protective services for the President and others, and correctional institutions and other law enforcement custodial situations. For example, if you are a member of the armed forces, we may release information about you as required by military command authorities.
13. **Fundraising Activities:** We may use medical information about you to contact you in an effort to raise money for the facility and its operations, but we will only release contact information about you and/or the dates you received treatment or services from us.

## SUMMARY- NOTICE OF PRIVACY PRACTICES (Cont.)

14. **Judicial and Administrative Proceedings; Law Enforcement:** We may release information about you if asked to do so by a law enforcement official or in the course of a judicial or administrative proceeding in various ways, such as in response to a court order, subpoena, warrant, summons; to identify or locate suspect, fugitive, material witness or missing person; about a victim of crime; about a death as a result of a crime; about criminal conduct at our clinic; and in emergency circumstances to report a crime.
15. **Coroners, Medical Examiners and Funeral Directors:** We may release medical information about you to a coroner or medical examiner to identify a deceased person or determine cause of death. We may release information to funeral directors as necessary to carry out their duties.
16. **Victims of Abuse, Neglect or Domestic Violence:** We may disclose your medical information to a government authority if we reasonably believe that you are a victim of abuse, neglect, or domestic violence.
17. **Organ, Eye or Tissue Donation:** We may use or disclose your medical information to appropriate organizations for the purpose of facilitating organ, eye, or tissue donation and transplantation.
18. **As Permitted or Required by Law:** We may release your information as permitted or required by California and/or federal law.

Except as permitted or required by law, we do not allow others outside of NEVHC to access your medical information unless we have authorization from you to do so. Any authorization to use or disclose medical information may be revoked by you in writing at any time unless: (1) NEVHC has already taken action in reliance on that authorization, or (2) the authorization was obtained as a condition of obtaining insurance coverage.

In certain specific circumstances (described in the complete NEVHC Notice of Privacy Practices) as required by law, we will inform you in advance of a use or disclosure and give you the opportunity to prohibit or restrict that use or disclosure. Whenever specific patient permission is required to use or disclose your information, we will not use or disclose that information without first obtaining your specific permission.

### **YOU HAVE THE FOLLOWING RIGHTS REGARDING MEDICAL INFORMATION WE MAINTAIN ABOUT YOU:**

1. You have the right to inspect and receive a copy of your medical information except in limited circumstances.
2. You have the right to amend your medical information if you believe it is incorrect or incomplete (restrictions may apply).
3. You have the right to request restrictions or limitations of your medical information, but we are not required to agree.
4. You have the right to request the method by which we communicate with you about medical matters so that the communication is kept confidential. We will accommodate all reasonable requests.
5. You have a right to receive an accounting of certain disclosures that we have made of your medical information.
6. You have a right to receive a paper copy of the complete NEVHC Notice of Privacy Practices.

### **FILING A COMPLAINT:**

If you wish to request restrictions, amendments or accountings of your medical information, you may file such a request in writing with the NEVHC Privacy Officer located at 1172 North Maclay Avenue, San Fernando, CA, 91340. You may also send an e-mail to [privacyoffice@nevhc.org](mailto:privacyoffice@nevhc.org) or call (818) 898-1388.

If you believe your privacy rights have been violated, you may file a complaint with the Privacy Officer of NEVHC or with the Secretary of the Department of Health and Human Services. To file a complaint with the Secretary, you can ask NEVHC's Privacy Officer for the appropriate contact information, or you can visit [www.hhs.gov/ocr](http://www.hhs.gov/ocr) for further information on how to file a complaint. All complaints must be in writing. You will not be penalized in any way for filing a complaint.

## PATIENT COMPLAINTS & SUGGESTIONS

It is the intent of Northeast Valley Health Corporation to identify any issues or problems related to service or delivery of care, and to develop a corrective action plan. This way, it prevents the problem from reoccurring. NEVHC patients have the right to make suggestions and to file formal complaints about the services they receive.

### TELL US WHAT YOU THINK!

Fill out a form available at the health center and drop it  
in the suggestion box.



-OR-



Telephone us at (818) 898-1388 ext. 49506  
or at (818) 270-9506.

-OR-



Ask to speak to the Site Administrator at the health center.

A complaint management form is available at every health center. If you experience a problem, or would like to provide us with your comments or suggestions that may help us serve you better, please let us know about it. Any staff member can provide you with the necessary form.

1. The form is available at the suggestion box located in the waiting rooms.
2. Provide as much information as possible regarding the suggestion and/or complaint.
3. You may drop the form in the sealed box in the waiting room or give it to any staff member.
4. Within 15 business days, the Clinic Administrator or designee will contact you regarding your comments, suggestions and/or complaint. The issue may also be discussed with others who may need to implement and/or resolve your concerns.

## PATIENT GRIEVANCE PROCEDURE

If a patient feels that his/her complaint or issue has not been satisfactorily handled, the patient may follow these grievance steps:

1. Grievances may be submitted in writing or verbally to the Site Administrator of the health center where the patient receives services. The Site Administrator will attempt to resolve the problem or issue to the patient's satisfaction, if feasible.
2. If the patient feels that they have not received an adequate response to the grievance, the patient may request to speak with the Chief Operations Officer or designee at (818) 898-1388.
3. Within 10 business days, the Chief Operations Officer or designee will investigate the problem and may discuss the issue with staff involved. The problem or issue may also be discussed with the Chief Medical Officer and/or the Director of Nursing. The Chief Operations Officer will call and/or write the patient to discuss the corrective action plan.
4. If the patient feels that the problem or issue is still not adequately resolved, the patient may request to speak with the Chief Executive Officer (CEO) at (818) 898-1388.
5. If the patient still does not feel that the problem or issue has been satisfactorily resolved by the CEO, the patient may request a review and a hearing by the NEVHC Board of Directors Quality Improvement and Compliance Committee. The decision of this committee will be final.

If the patient's grievance is not resolved after the patient has gone through the NEVHC internal grievance process, including a hearing at the Board of Directors level, he/she may also seek resolution through the Department of Health Services in Los Angeles or the State Department of Fair Employment and Housing. For health plan members, the matter may be addressed with their health plan or the State Department of Managed Care 1(888)466-2219 & TDD 1(877) 688-9891. For patients receiving services under the Los Angeles County My Health LA (MHLA) program, they may file a grievance by calling **1 (844) 744-6452**.

Managed Care members who want to file a complaint/grievance concerning their health benefits/services may contact their health plan's member service line:

**Anthem Blue Cross**  
**1 (888) 285-7801**

**Care 1st**  
**1 (800) 605-2556**

**Molina**  
**1(800) 526-8196**

**Health Net**  
**1 (800) 675-6110**

**L.A. Care**  
**1 (888) 839-9909**

**Alignment Health**  
**1 (866) 634-22**

**Blue Shield**  
**1 (800) 535-6521**

**Brand New Day**  
**1 (866) 255-4795**

## **PATIENT GRIEVANCE PROCEDURE (Cont.)**

Northeast Valley Health Corporation is accredited by the Joint Commission. The Joint Commission is focused on improving the safety and quality of care provided to the public. We encourage you to share any concerns about the safety and quality of your care directly with the staff and providers of NEVHC. If you prefer to speak with a representative of the Joint Commission, you can contact them at:

**E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)**

**Fax: (630) 792-5636**

**Atten: OQM, Office of Quality Monitoring**

**Mail: Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181**

**If you have questions about how to file your complaint, you may contact the Joint Commission between 8:30a.m. and 5 p.m. central time, Monday through Friday, at this toll free number:  
1 (800) 994-6610.**

# IMPORTANT PATIENT CARE POLICIES

The Northeast Valley Health Corporation (NEVHC) Board of Directors has approved the following patient care policies that we would like you to be aware of:

## PATIENT ACCEPTANCE POLICY

(NEVHC Policy #CHS 1-0002)

NEVHC provides primary medical care to the residents of Los Angeles County particularly those in the San Fernando and Santa Clarita valleys with special concern for individuals who are financially unable to provide for their own health needs. Care is provided on a sliding-fee scale in accordance with one's ability to pay. The Clinic accepts referrals from a broad range of health and social service providers. NEVHC has the capability of coordinating care for a broad range of primary and specialty services.

*An individual may be refused care for one of the following reasons:*

- Applicant may have been injured in an accident for which insurance claims or damage suits have been filed.
- Minors are not accepted for care without the signed or verbal consent of a parent or legal guardian except for services for an emancipated minor or self-sufficient minor or for services for which a minor may legally consent (i.e. minor sensitive services) or in the case of a medical emergency.

Equal access to programs and services is available to all. No one may be denied services based on race, color, religion, national origin, ancestry, marital status, sex, sexual orientation, age or disability. No one may be denied services based solely on inability to pay.

## PATIENT APPOINTMENTS

(NEVHC Policy #CHS 3-00009)

We encourage patients to schedule appointments in advance and to arrive on time for their appointment. All patients are required to provide NEVHC **24 hours advance notice of cancellation.** If a patient has a history of missing too many appointments and NEVHC has not been able to confirm the appointment, the appointment may be given to someone else.

Scheduled appointments for which a patient fails to show or call without advance notice is considered a broken appointment.

Patients who break appointments may receive a warning from their NEVHC healthcare provider. Multiple broken appointments without prior cancellation may be grounds for termination of the patient from care. For dental services, patients who have broken (without cancellation) more than three appointments in a 12-month period may have dental services limited or terminated. Termination of dental services does not necessarily limit the patient's ability to access medical services at NEVHC. (NEVHC Policy # CHS 11-00037)

Early arrival of a patient for an appointment does not guarantee that NEVHC can see the patient before the scheduled appointment time. Patients are LATE and may not be seen if they arrive more than 15 minutes after their scheduled appointment time. All patients are encouraged to arrive 15 minutes before their appointment time to complete any necessary paperwork.

## **IMPORTANT PATIENT CARE POLICIES (Cont.)**

### **WAITING ROOMS/VISITORS:**

*(NEVHC Policies #CHS 3-00014 & CHS 1-00018)*

No minor child under the age of 12 years old or any dependent adult may be left unattended in a NEVHC waiting room (or in any other part of the health center). Patients should limit the number of visitors they bring to the medical visit due to limited seating in waiting rooms. Clinical staff has the discretion to limit multiple family members in the exam rooms due to capacity and privacy issues. Patients and/or visitors who are disruptive may be asked to leave the health center premises. To protect the privacy and safety of our patients and staff, unauthorized filming, videotaping, recording or the taking of pictures in or around the health center is not permitted.

### **PATIENT IDENTIFICATION POLICY**

*(NEVHC Policies #CHS 3-00007 & CA 6-00044)*

In order to verify patient identity, update patient records and prevent fraud or misuse of patient health insurance cards, all patients/parent/guardians presenting to the clinic must provide proof of identity as verification purposes to the Business Office/Front Desk/Registration at each visit to the health center. Services may be denied if this information is not available at the time of the visit. When a patient or his/her parent/guardian registers at the front desk (both new and established), front desk/registration will ask the patient/parent/guardian for proof of his/her identity:

The following are acceptable forms of **identification** (in order of preference):

1. California driver's license or DMV ID card
2. A government issued picture ID imprinted with name (school, passport, Matricula Consular; etc.)
3. Social security card (of adult or child patient)
4. Birth information or immunization card of child (If the child is a patient, the front desk must verify adult's relationship to child.)
5. At least one piece of mail with current (within 60 days) postmark cancellation (i.e. gas bill, electric bill, etc.) addressed to the patient/parent/guardian.

For patients receiving service under the L.A. County indigent care program, proof of eligibility of county residency along with proof of income and citizenship are required to qualify for the program and must be presented within the timeframe requested. Services may not be provided under this program if patient does not provide this information or does not live within L.A.County.

### **MANDATED & NON-MANDATED SERVICES**

*(NEVHC Policy #CA 6-00002)*

As a federally funded community health center, NEVHC is mandated to provide basic primary healthcare services as defined in the Health Center Consolidation Act of 1996. Such services shall be subject to a sliding schedule of discounts off of the fair market value of the service. The discount is made available for persons up to 200% of the Federal Poverty Level and is based on the patient's family size and income.

#### **MANDATED SERVICES**

Health services related to family medicine, internal medicine, pediatrics, obstetrics or gynecology that are furnished by physicians and mid-level providers; diagnostic laboratory and radiology services, including diagnostic ultrasounds; preventive health screening services, including prenatal and perinatal services, screening for breast and cervical cancer, well-child exams, immunizations, screening for elevated blood lead levels, chronic and communicable diseases, pediatric eye, ear and dental screening, voluntary family planning, emergency and preventive dental services (Levels I, II only), emergency first aid services; and pharmacy services as appropriate for the practice, referrals to specialty care and services, case management, insurance enrollment assistance, outreach, transportation assistance, language interpretation, and patient education.

## IMPORTANT PATIENT CARE POLICIES (Cont.)

### NON-MANDATED SERVICES

Infertility studies (above Level I); dental services (above Level II); physical exams for DMV, INS, adoption, employment, military clearance, or insurance or employer requested physicals; court mandated or patient requested drug testing or any other services outside of the provider designated plan of care.

\*All services may not be available at all sites.

### **SPECIALTY CARE/CONSULTANT CARE**

**(NEVHC Policy #CHS 1-0009)**

NEVHC has established relationships for clinic patients with several different specialists depending upon the insurance status of the patient and the contractual relationships between NEVHC and managed healthcare plans with which NEVHC has contracted.

For uninsured patients, NEVHC participates in the Valley Care referral network organized by the Los Angeles County Department of Health Services and UCLA-Olive View Medical Center. Through this referral network, NEVHC providers are able to refer patients requiring specialty consultation and diagnostic testing outside the scope of services provided by NEVHC.

***NEVHC will not be responsible for any charges for Non-Managed Care patients requiring specialty or diagnostic services outside of NEVHC unless the charge is part of a program which includes this service and NEVHC has authorized the service in writing.***

### **PAYMENT FOR SERVICES**

**(NEVHC Policy #CA 6-00001)**

NEVHC will extend its billing and collections policies to all patients without regard to age, race, color, national origin, sex, sexual orientation, religion, handicaps including substance and alcohol abuse, or ability to pay; except as required by law.

NEVHC billing and collections policies are based on federal, state and local guidelines, requirements of funding sources, norms in the community and good business practices. NEVHC maintains a schedule of charges consistent with normal, customary and prevailing charges in the community. Patients without a third-party payor may request and be screened for subsidized primary care services based upon federal, state and local guidelines, which considers family size and income to determine the patient's status in relation to the Federal Poverty Level or presumes them to be eligible based on criteria set forth by the funding source.

The Board of Directors has determined that all patients will pay a portion of their charges based upon an approved sliding-fee schedule, unless such fees are waived by a contractual agreement (e.g. funding source). Payment of the patient's share, if any, is required at the time services are rendered unless other arrangements have been pre-approved or based on program or funding source criteria.

Patients determined capable of paying all or a portion of their charges will be expected to make payments, and otherwise cooperate with billing and collections procedures. Patients unwilling to do so may be refused services; services may be restricted to those of medical necessity; or services may be discontinued.

These Billing and Collections policies apply to all NEVHC licensed health centers. Sites not covered under these policies are covered under separate policies approved by the Board, specific to the site and consistent with requirements imposed by funding sources or contractual relationships.

## IMPORTANT PATIENT CARE POLICIES (Cont.)

**Patients required to pay insurance co-pays or deductibles are expected to pay them at the time services are provided.**

### **PATIENT BILLING PROBLEMS/DISPUTES & REFUNDS**

*(NEVHC Policy# CA 6-00031)*

NEVHC will ensure that all patient billing problems or disputes are addressed in a timely and fair manner. Patients with an outstanding balance, which is their responsibility to pay, will be mailed a detailed statement. The statement or bill provides a phone number to call if there are questions or problems with the balance indicated on the bill. Patients with billing problems or disputes should contact the Business Office of the health center where they regularly receive health services. The patient should request to speak with a Business Office representative or, if the problem is still not resolved, ask to speak with the Site Administrator.

If the billing problem/dispute has not been resolved at the health center, the patient may file a formal grievance, which will include an appeal to the Board of Directors of NEVHC.

Refunds are granted if it is determined that the patient has a credit balance after all fees have been reconciled.

Refunds will be issued within 45 days of the date patient is notified of a credit balance or within 45 days from the date patient terminates care with NEVHC.

### **TERMINATION OF CARE**

*(NEVHC Policy# CHS 1-00014)*

Although NEVHC considers patient termination of care as a last resort, sometimes it becomes necessary due to behaviors displayed by the patient that are inappropriate and will not be tolerated. A patient's care at NEVHC may be discontinued or terminated because of one of the following reasons: (1) Recurrent non-compliance with provider's recommendations or if there is a serious breakdown in communication between the patient and the provider; (2) Recurrent non-compliance with Clinic policies; (3) Recurrent disruptive or any violent or threatening behavior that endangers employees or patients or others; \*\* (4) Refusal to comply with payments policies; (5) Physical abuse or physical confrontation towards other patients, staff or providers; \*\* (6) Any display or use of weapons; \*\* (7) Falsification of records or documents (i.e. altering or forging prescriptions, submitting falsified information for eligibility into a program, i.e. false identity); \*\* (8) Theft of clinic property; \*\* (9) Consistently fails to keep appointments after repeated warnings; (10) Any acts or threats of a terrorist nature.\*\*

(\*\*Any of these violations may be reported to local law enforcement.)

All NEVHC patients are expected to be familiar with the responsibilities of being a patient at NEVHC. Patient's Rights and Patient's Responsibilities are posted at all NEVHC sites; a copy may be obtained by contacting the NEVHC health center Business Office.

NORTHEAST VALLEY HEALTH CORPORATION (NEVHC) is committed to you as our patient and customer. We value your rights and responsibilities, which include respect, compassion, integrity and the right to the highest quality of care. NEVHC prides itself in being a healthcare leader creating healthier communities.

**To prevent health care errors,  
patients are urged to...**

# Speak<sup>UP</sup><sup>TM</sup>

Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations all across the country are working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.



For comments or concerns, please telephone Northeast Valley Health Corporation at (818) 898-1388 ext.49506 or (818) 270-9506 or ask to speak to the Site Administrator.

**S**peak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.

**P**ay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

**E**ducate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

**A**sk a trusted family member or friend to be your advocate (advisor or supporter).

**K**now what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

**U**se a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.

**P**articipate in all decisions about your treatment. You are the center of the health care team.



**This health center is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n) with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.**

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***Accredited by***

