



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



“Caring for our community’s health since 1973”

# WELCOME

***Your Medical Home***

Patient Handbook

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nevhc.org  /nevhc  @nevhc  @officialnevhc

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# Northeast Valley Health Corporation

a californiahealth<sup>+</sup> center

1172 N. Maclay Avenue  
San Fernando, CA 91340

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

nevhc.org

## San Fernando Valley Health Centers

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

**Pacoima**  
(818) 896-0531

**Pacoima Women's Health**  
(818) 485-8250

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

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

**Transitions to Wellness North Hollywood & Homeless Mobile Unit**  
(818) 826-5555

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

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

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

## Santa Clarita Valley Health Centers

**Newhall**  
(661) 593-7500

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

**Valencia**  
(661) 287-1551

## School Based Health Centers

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

**Maclay Wellness Center**  
(818) 897-2193  
(Charles Maclay Middle School campus)

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

## Dental Centers

(818) 270-9555

**Maclay Wellness Center**  
(Charles Maclay Middle School campus)

**Rainbow**  
(Canyon Country)

**San Fernando**

**Sun Valley**

**Teen Health Center**  
(San Fernando High School)

**Transitions to Wellness**  
(North Hollywood)

**Transitions to Wellness**  
(Van Nuys)

**Behavioral Health**  
(818) 270-9740

**Dui Program**  
(818) 365-2571

**Wic Program**  
(800) 313-4942

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) locations and Joint Commission accredited 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 eight locations – San Fernando, Pacoima, Valencia, Canoga Park, Sun Valley, Santa Clarita, Van Nuys, and Newhall.

In addition to our Primary Care sites, we operate several specialty sites. These include the Health Care for the Homeless program which 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 17 Joint Commission accredited health centers through out 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 LAUSD 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 “Models That Work” program in Washington, D.C. The division expanded in 1993 when NEVHC began providing health care services to Los Angeles Mission College students. On November 8, 2000, the health center finally found a permanent home on the college campus to serve students.

In 1987, NEVHC became the sponsoring agency for the Women, Infants and Children (WIC) Program. 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 (now called “Transitions to Wellness”). Staff began to do outreach and provide healthcare services to persons experiencing homelessness (PEH). This was followed by the successful opening of the Homeless Health Center in North Hollywood on the campus of L.A. Family Housing. This facility was modernized and reconstructed in 2019 to provide expanded services to PEH. NEVHC also operates mobile medical clinic and a second health center serving PEH in Van Nuys.

In addition, NEVHC is the lead agency for the Los Angeles Collaborative Homeless Health Care Project, one of the largest in the nation with 10 agencies delivering health care 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” to broaden the health center’s scope of services. Today, the health center also provides specialty care for Hepatitis C patients and for primary care adults.

Facing a major financial crisis in November of 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 which is now called My Health LA (MHLA).

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 health center was recently reconstructed by LAUSD and in 2020 was reopened as Maclay Wellness Center. In addition, 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 in the Santa Clarita Valley with the opening the new Santa Clarita Health Center. Expansion in the Santa Clarita Valley continued with the opening of the Newhall Health Center in 2018.

To address the need for more women’s services, in 2019, we opened a brand new Women’s Health Center in Pacoima and are planning a second women’s health center location in Van Nuys in 2022.

And the dream continues...



# 2023 BOARD OF DIRECTORS

## **Officers**

**Stella Mendoza (P)**  
Chairperson

**Theodore Bradpiece (P)**  
Treasurer

**Dr. Juan Vargas (C)**  
Vice Chairperson

**Richard Galvan (C)**  
Secretary

## **Members**

**Sheldon Cabrera-Miller (C)**

**Maria Angie Pacheco (P)**

**Dr. Michael Cousineau (P)**

**Mark Stokes (C)**

**Cynthia Guerrero (C)**

**Cittlaly Vasquez (C)**

**Sonia Mariscal-Navarro (C)**

**Mashica Winslow (C)**

**Diane J. Morey (P)**

**(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: 7:30am - 7pm Mon-Thu; 7:30am - 5pm Fri; 7:30am - 4pm 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:** ***Mon-Thu: 5pm - 9pm (Pediatrics)***  
***Mon-Thu: 5pm - 9pm (Adult Medicine)***



# NEVHC – 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.

## ***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

<b><i>Patient Appointment Line:</i></b>	San Fernando Valley <b>(818) 270-9777</b> Santa Clarita Valley <b>(661) 705-2040</b>
<b><i>Dental Appointment Hotline:</i></b>	<b>(818) 270-9555</b>
<b><i>Behavioral Health Appointment Line:</i></b>	<b>(818) 270-9740</b>
<b><i>Referral Line (Specialty Care):</i></b>	<b>(818) 432-4444</b>
<b><i>Insurance Help Information Line:</i></b>	<b>(866) MYNEVHC</b> <b>(866) 696-3842</b>
<b><i>Patient Complaint Line:</i></b>	<b>(818) 270-9506</b>
<b><i>Pharmacy (Automated) Refill Line:</i></b>	<b>(818) 270-9797</b>
<b><i>Pharmacy Help Line:</i></b>	<b>(818) 270-9279</b>
<b><i>Pharmacy website:</i></b>	<a href="http://nevhc.org/pharmacy">nevhc.org/pharmacy</a>
<b><i>NEVHC website:</i></b>	<a href="http://nevhc.org">nevhc.org</a>

## REMINDER

NEVHC requires 24 hours advance notice of cancellation of a patient appointment. You can cancel your appointment by selecting “cancel appointment” when calling the call center. Remember to arrive 15 minutes before your appointment for all visits. For video visits, review the preparation guidelines beforehand at [nevhc.org](http://nevhc.org) to make sure your equipment is compatible.



# 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

**SAN FERNANDO**  
(818) 365-8086

**SUN VALLEY**  
(818) 432-4400

**VAN NUYS PEDIATRIC**  
(818) 778-6240

**CANOGA PARK**  
(818) 340-3570

**NEWHALL**  
(661) 593-7500

**VAN NUYS ADULT**  
(818) 988-6335

**SANTA CLARITA**  
(661) 673-8800

**VALENCIA**  
(661) 287-1551

**L.A. MISSION COLLEGE**  
(818) 362-6182

**TRANSITIONS TO WELLNESS**  
*Van Nuys Health Center*  
(818) 765-8656

**SAN FERNANDO  
HIGH SCHOOL TEEN**  
(818) 365-7517

**TRANSITIONS TO WELLNESS**  
*North Hollywood Health Center*  
(818) 826-5555

**PACOIMA WOMENS' HEALTH**  
(818) 485-8250

**MACLAY WELLNESS CENTER**  
(818) 897-2193

\*For hours and bus line information, go to: [nevhc.org](http://nevhc.org)

**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

**BLUE SHIELD PROMISE**  
(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 OR PSYCHIATRIC EMERGENCIES, CALL 9-1-1**



# HEALTH CENTER LOCATIONS

## *Addresses & Hours of Operation*

### **Canoga Park Health Center (818) 340-3570**

7107 Remmet Ave., Canoga Park, CA 91303

**Hours:** Mon, Tue, Thu & Fri: 8am - 5pm; Wed: 9am - 5pm

**Bus lines:** 150, 162, 163, 245, Orange line 901

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

**Hours:** Mon, Tue & Fri: 9:30am - 12:00pm & 12:30pm - 4pm

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

13356 Eldridge Ave., Sylmar, CA 91342

**Hours:** Mon: 10am - 6:30pm; Tue, Wed, Thu & Fri: 8am - 4:30pm

**Bus lines:** 230, 234

### **Maclay Wellness Center (818) 897-2193**

12451 W. Gain St., Pacoima, CA 91331

**Hours:** Mon - Fri: 7:30am-11:30am & 12:30pm-4:30pm

**Bus lines:** 92

### **Newhall Health Center (661) 593-7500**

23413 Lyons Ave., Santa Clarita, CA 91355

**Hours:** Mon, Wed & Thu: 8am - 9pm; Tue: 9am - 5pm;

Fri & Sat: 8am - 5pm

**Bus lines:** Santa Clarita Transit 5, 6, 12

### **Pacoima Health Center (818) 896-0531**

12756 Van Nuys Blvd., Pacoima, CA 91331

**Hours:** Mon, Thu & Sat: 8am - 5pm;

Tue & Wed: 8am - 9pm; Fri: 9am - 5pm

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

### **Pacoima Women's Health Center (818) 485-8250**

12759 Van Nuys Blvd., Pacoima, CA 91331

**Hours:** Mon, Wed, Thu & Sat: 8am-5pm; Tue: 8am-9pm

Fri: 9am - 5pm

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

### **San Fernando Health Center (818) 365-8086**

1600 San Fernando Rd., San Fernando, CA 91340

**Hours:** Mon, Tue, Wed & Thu: 8am - 9pm;

Fri: 9am - 5pm; Sat: 8am - 5pm

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

**Rapid Bus:** 734, 794

### **Santa Clarita Health Center (661) 673-8800**

18533 Soledad Canyon Rd., Santa Clarita, CA 91351

**Hours:** Mon, Wed & Thu: 8am - 5pm;

Tue: 8am - 9pm; Fri: 9am - 5pm

**Bus lines:** 5, 6, 12

### **Sun Valley Health Center (818) 432-4400**

7223 N. Fair Ave., Sun Valley, CA 91352

**Hours:** Mon, Tue, Thu & Sat: 8am - 5pm;

Wed: 8am - 9pm; Fri: 9am - 5pm

**Bus lines:** 163, 152

### **Teen Health Center (818) 365-7517**

(San Fernando High School)

11051 N. O'Melveny Ave., San Fernando, CA 91340

**Hours:** Mon - Fri: 7:30am-11:30am & 12:30pm-4:30pm

**Bus lines:** 230

### **Transitions to Wellness (818) 765-8656**

#### **Van Nuys Location**

6551 Van Nuys Blvd., 2nd floor, Van Nuys, CA 91401

**Hours:** Mon, Tue & Fri: 8am - 12:30pm & 1:30pm - 5pm;

Wed: 11am - 3:30pm & 4:30pm - 8pm;

Thu: 9am - 12:30pm & 1:30pm - 5pm

**Bus lines:** 233, 164, 165, Orange line

### **Transitions to Wellness (818) 826-5555**

#### **North Hollywood Location**

7843 Lankershim Blvd., North Hollywood, CA 91605

**Hours:** Mon-Fri 9am - 5pm

**Bus lines:** 224, 152

### **Valencia Health Center (661) 287-1551**

23763 Valencia Blvd., Valencia, CA 91355

**Hours:** Mon, Tue, Thu & Fri 8am - 12pm & 1pm - 5pm;

Wed 9am - 12pm & 1pm - 5pm

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

### **Van Nuys Adult Health Center (818) 988-6335**

14624 Sherman Way, Suite 600, Van Nuys, CA 91405

**Hours:** Mon, Thu & Sat: 8am - 5pm;

Tue & Wed: 8am - 9pm; Fri: 9am - 5pm

**Bus lines:** 162, 163, 169

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

7138 Van Nuys Blvd., Van Nuys, CA 91405

**Hours:** Mon, Wed, Thu & Fri: 8am - 5pm; Tue: 9am - 5pm

**Bus lines:** 162, 163, 233, 744, 788



# 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 (818) 365-8086**

1600 San Fernando Road, San Fernando, CA 91340

**Hours:** Mon, Tue, Wed & Thu: 8am - 9pm;

Fri: 9am - 5pm; Sat: 8am - 4:30pm

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

**Rapid Bus:** 734, 794

**Transitions to Wellness Dental Department (818) 765-8656**

**Van Nuys Location**

6551 Van Nuys Blvd., 2nd Floor, Van Nuys, CA 91401

**Hours:** Mon, Tue, Thu & Fri: 8am - 4pm; Wed: 11am - 7:30 pm

**Bus Lines:** 233, 164, 165, Orange line

**Transitions to Wellness Dental Department (818) 765-8656**

**North Hollywood Location**

7843 Lankershim Blvd., North Hollywood, CA 91605

**Hours:** Mon.-Fri: 9am-5pm

**Bus Lines:** 224, 152

**Sun Valley Health Center Dental Department (818) 432-4400**

7223 N. Fair Ave., Sun Valley, CA 91352

**Hours:** Mon, Tue & Thu: 8am - 5pm; Wed: 8am - 9pm;

Fri: 9am - 5pm; Sat: 8am - 4:30pm

**Bus Lines:** 163, 152

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

11051 N. O'Melveny Ave., San Fernando, CA 91340

**Hours:** Mon-Fri: 7:30am-11:30am & 12:30pm-4:30pm

**Bus lines:** 230

**Maclay Wellness Center-Maclay Middle School (818) 897-2193**

12451 W. Gain St., Pacoima, CA 91331

**Hours:** Mon.-Fri: 7:30am - 11:30am & 12:30pm - 4:30pm

**Bus Lines:** 92



# 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 health care provider 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 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 including well-woman exams, initial evaluation

for infertility, uro/gyn issues and colposcopy and LEEP procedures for cancerous or pre-cancerous lesions.

### **GENERAL AND ADVANCED DENTISTRY**

The dental program is offered at multiple locations and offers both preventative services (screenings, cleaning and education) as well as treatment (x-rays, emergency care to relieve pain, caries evaluation, fillings). Advanced dental care includes crowns, bridges, temporary implants.

### **PODIATRY**

Located at the San Fernando Health Center, the podiatry program offers NEVHC patients the ability to meet with a foot specialist on site. The podiatrist will review treatment plans, discuss medical equipment options, and may refer for surgical intervention to correct or modify issues related to the feet.

### **BEHAVIORAL HEALTH COUNSELING**

Available at all health center locations, the behavioral health program offers patients the ability to meet one on one with a licensed mental health therapist to work through mental health issues impacting chronic disease management or affecting activities of daily living. Referral to psychiatry for medication is also available.

### **MEDICATION ASSISTED TREATMENT & SUBSTANCE USE DISORDER COUNSELING AND REFERRAL**

The Medication Assisted Treatment (MAT) program provides medication treatment and counseling to patients who are addicted to opioids or alcohol. This program is by referral only and located at select NEVHC locations. NEVHC and other contracted SAPC partners offer substance use disorder counseling services in person or virtually to patients. We can arrange referral to residential and inpatient treatment programs for those requiring a higher level of care.

# PRIMARY & PREVENTATIVE MEDICAL CARE

## *Description of Services continued*

### **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 does not require an appointment. All of our health centers have a lab blood- draw 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: Mon, Tue, Thu. & Fri: 9am - 4pm; Wed: 12pm - 7:30pm. 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. Obstetrical ultrasound is performed on site at all NEVHC prenatal locations. An ultrasound picture is provided to all expectant mothers at the time of the ultrasound by the contracted vendor on site.

**Mammography** - NEVHC contracts with Valley Breast Center for breast cancer screening and diagnostic services in the San Fernando valley. In the Santa Clarita Valley, patients can get a mammogram at Newhall Health Center location. In-house nursing case management including referral for further diagnostics and patient navigation services are provided to patients diagnosed with breast cancer.

**Case Management and Referral** - Your healthcare team has staff to assist with coordination of care, including helping understand and control health condition and assist with coordinating care with a specialist when a referral from a NEVHC provider is ordered or the patient needs services outside of NEVHC. In addition, we have

dedicated nursing and navigator teams to support expanded case management services for complex care patients and support for transitions in care (for example when patient transitions from the hospital or a skilled nursing facility back to primary care).

**PreP and PEP** - For persons at risk of contracting HIV, drug assistance programs are available for access to Pre-exposure prophylaxis and post exposure prophylaxis.

**Contact a program specialist at (818) 923-9160**



# 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**

## HOMELESS OUTREACH & HEALTH CARE SERVICES (TRANSITONS TO WELLENESS)

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 setting up near homeless encampments and in community clinics.

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

NEVHC works closely with LA Family Housing (LAFH), 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 two health center locations. Referrals to dental care, substance abuse and alcohol treatment is also provided. We operate a mobile medical unit which brings health care services to several community based homeless service site locations in the San Fernando and Santa Clarita Valleys. NEVHC also has a street outreach team in partnership with LAFH that provides medical care to persons experiencing homelessness where they are living.

**Transitions to Wellness-VN** 6551 Van Nuys Blvd., 2nd floor, Van Nuys, CA 91401 **(818) 765-8656**

**Transitions to Wellness-No Ho** 7843 Lankershim Blvd, North Hollywood, CA 91605 **(818) 826-5555**

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. Drug assistance programs are also available including access to PreP (Pre- Exposure Prophylaxis) and PEP (Post Exposure Prophylaxis).

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/PHARMACY 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 WELLNESS CENTER**

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 Wellness Center**  
**12451 Gain Street, 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:	8am - 9pm
Tuesday:	8am - 9pm
Wednesday:	8am - 9pm
Thursday:	8am - 9pm
Friday:	9am - 5pm
Saturday:	8am - 5pm
Sunday:	Closed

## **TO REFILL PRESCRIPTIONS:**

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

You can also refill your prescription online by going to [nevhc.org/pharmacy](http://nevhc.org/pharmacy) and on MobileRx app. To use this site, you do not need to sign up and set up a personal account.

**If you need pharmacy assistance during pharmacy hours, please call (818) 270-92RX (270-9279)**



# SLIDING FEE DISCOUNT PROGRAM

2023--EXHIBIT C: NEVHC SLIDING FEE							
Poverty Service Tier	A	B	C	D	E	F- No Discount Full Charges	
Federal Poverty Level (FPL)	<= 100%	>100% - 125%	>125% - 150%	>150%-175%	>175%-200%	>200%	
	Nominal & Flat Fee					Fee Schedule	
Medical (inc. Telehealth) Psychiatry, Podiatry & Prenatal Visit (Excludes: Lab (sent out), Radiology, DME, Pharmacy <sup>①</sup> and Screening Mammograms sent out-see below)	\$20	\$30	\$40	\$50	\$70	100%	Charges
Behavioral Health Counseling; Substance Use Disorder Counseling <sup>②</sup>	\$0	\$5	\$10	\$20	\$30	100%	Charges
Optometry-Retinal Screening Exams only <sup>⑥</sup>	\$0	\$0	\$0	\$0	\$0	100%	Charges
Basic dental services; Emergency dental services Preventative Dental <sup>③</sup> (Excludes Pharmacy <sup>①</sup> ;	\$20	\$30	\$40	\$50	\$60	100%	Charges
Additional Dental <sup>④</sup> (Includes any diagnostic x-rays or imaging) (Excludes: send out dental lab, e.g., crowns, bridges, implants, dentures and Pharmacy <sup>①</sup> , etc.)	\$50	\$65	\$80	\$95	\$110	100%	Charges
Nutrition/Health Education/Preventative Behavioral Health Education (individual or group)	\$0	\$0	\$0	\$0	\$0	100%	Charges
Medical Lab Fees--send out	\$0	\$10	\$15	\$20	\$25	100%	Charges
Basic X-ray (excludes adv imaging & mammography); Prenatal US	\$0	\$5	\$10	\$15	\$20	100%	Charges
Labor and Delivery (Excludes Pharmacy, Hospital Fees) <sup>①</sup>	\$700	\$800	\$900	\$1,000	\$1,100	100%	Charges
Mammograms <sup>⑤</sup>	\$10	\$25	\$40	\$55	\$90	100%	Charges (\$100)
Tier 1-Durable Medical Equipment-Basic formulary <sup>⑦</sup>	\$0	\$0	\$0	\$0	\$0	100% charges inc s/h/tax	
Tier 2-Specialty DME (discount applied excluding s/h/tax)	75% off	60% off	45% off	30% off	20% off	100% charges inc s/h/tax	
Pharmacy Dispensing Fee (DF)	\$7 DF plus drug cost	\$9 DF plus drug cost	\$11 DF plus drug cost	\$13 DF plus drug cost	\$14 DF plus drug cost	\$15 DF(full fee) + drug cost	

<sup>①</sup> Excludes Pharmacy  
<sup>②</sup> Includes one to one or group counseling by mental health professional or psychiatrist. For substance use services, fees are waived for non-billable visits with SUD counselor or nurse case manager.  
<sup>③</sup> Preventative Dental (sealants, fluoride, screenings); Basic dental (simple fillings, extractions, basic x-ray); Emergency dental for acute pain, swelling, infection  
<sup>④</sup> Additional Dental Services-Dentures, crowns, extractions, bridges, implants<sup>④</sup> (Includes any diagnostic x-rays or imaging) (Excludes: send out dental lab and pharmacy)  
<sup>⑤</sup> For a screening mammogram the patient must pay the fee upfront before the referral is made to the off- site breast center, however, no patient is denied service due to inability to pay. No fees are to be paid to the breast center by the patient per contractual arrangements w/NEVHC.  
<sup>⑥</sup> Optometry is for diagnostic diabetic retinal exams only  
<sup>⑦</sup> DME complies w/LA County MHLA DME formulary



# PAYMENT FOR SERVICES

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

All patients may apply for the NEVHC Sliding Fee Discount Program (page 16). The discount is based on family size and income and all persons under 200% of the Federal Poverty level (as published in the Federal Register annually) are eligible regardless of insurance status.

We also accept:

**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  
Health Net  
Blue Shield-Promise  
HP Molina

### **Commercial:**

Blue Shield (HMO, POS)  
Anthem Blue Cross (HMO, POS)  
Health Net (HMO, POS)  
\*Blue Shield (PPO, IFP)  
\*Blue Shield Covered CA (PPO)  
L.A. Care Covered CA (HMO)  
Health Net Covered CA (HMO)  
Molina Covered CA (HMO)

### **Medicare/Medi-Cal (Medi-Medi) Plans:**

Health Net (Sapphire Plan)  
Brand New Day Alignment  
Health Plan  
Blue Shield Coordinated  
Choice Molina Health Plan  
Imperial Health Plan

### **Dental:**

Access  
Health Net  
Liberty

### **CalMediConnect Plans:**

L.A. Care Health Plan  
Blue Shield Promise Health  
Molina Health Plan

### **Medicare HMO:**

Health Net (Jade and Healthy Heart Plans)  
Brand New Day  
Alignment Health Plan  
Imperial Health Plan  
Central Health Plan  
Blue Shield-Promise Health Plan

### **Public Benefits Program Enrollment:**

For patients who are uninsured, NEVHC offers assistance or enroll in a variety of public benefits programs based on your income and family size. Our Business Office staff will be happy to assist you with payment information and program eligibility requirements.



# 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 [agingwithdignity.org/five-wishes.php](http://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 participates in a risk sharing agreement with Valley Presbyterian Hospital for inpatient services for members assigned to the Health Net Medi-Cal Health Plans.

NEVHC participates in a preventative healthcare incentive programs with health plans whereby NEVHC providers receive performance 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 unwell or have a question about my healthcare, 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 into 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 clinic property without staff permission.
- 5. BE ON TIME:** I will come to all my appointments on time, or I will call and reschedule my appointment.
- 6. NO ILLEGAL DRUGS OR ALCOHOL:** I will not use any illegal 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. SUPERVISE CHILDREN AND VISITORS:** I will supervise 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 cause side effects or 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 healthcare 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. PROVIDE CURRENT AND ACCURATE INFORMATION:** I understand that I am responsible for providing truthful information regarding: current contact information, health history, history of present illness, injuries, sexual history and current medications; and, I will actively participate in establishing self-management goals to improve my overall health and wellness.



# PATIENT 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.

**Communications with your NEVHC Care Team:** NEVHC offers all patients the ability to sign up for the NEVHC patient portal. The portal is a secure, HIPAA compliant website for you to view your medical information, communicate with your care team, review diagnostic test results and pay your NEVHC bill. No one else except you and your NEVHC care team have access to your portal unless you share your personal password. Health care information that is exchanged by patients through their personal email is not secure.

## **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.



## PATIENT PRIVACY PRACTICES (CONT.)

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.
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.



# PATIENT COMPLAINTS & SUGGESTIONS

## 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 email 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 (DHHS). To file a complaint with the Secretary, you can ask NEVHC's Privacy Officer for the appropriate contact information, or you can visit [hhs.gov/ocr](http://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.

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 extension 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 Site 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

## PATIENT SATISFACTION SURVEYS

From time to time we may survey you to ask for feedback about our services and programs. We encourage all patients to participate. This feedback provides valuable information to our leadership and management team on how we can do things better.

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 (as determined by NEVHC). 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 (888) 466-2219 & TDD (877) 688-9891. For patients receiving services under the Los Angeles County My Health LA (MHLA) program, they may file a grievance by calling **(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**  
**(888) 285-7801**

**Blue Shield Promise**  
**(800) 605-2556**

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

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

**L.A. Care**  
**(888) 452-2273**

**Alignment Health**  
**(866) 634-2247**

**Blue Shield of CA**  
**(855) 256-9404**

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

**Cigna Health Plan**  
**(800) 997-1654**



# PATIENT GRIEVANCE PROCEDURE

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:

**Email:** [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

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

**Attn:** 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 8:30am and 5pm central time, Monday through Friday, at this toll free number: (800) 994-6610.**

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.



# 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 1-00002)**

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:***

- Individual who has 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 if the minor is emancipated or self-sufficient. In CA, a minor may also seek services without parental or guardian consent for services which a minor may legally consent (i.e. minor sensitive services) or in the case of a medical emergency.
- Late stage obstetrical patients may be referred to other providers due to the high-risk nature of their care.
- Patients seeking care for which there needs to be a higher level of care, a different level of care or is beyond the scope of service sat NEVHC.
- If the NEVHC site is capped to new patient enrollment
- If the patient seeking care was previously terminated from care by NEVHC due to a violation of NEVHC policy.

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.

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 14-00039)**

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. 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, Matrícula 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.
6. Persons who lack this documentation may be requested to complete an affidavit.

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 CHS 14-00007)**

As a federally funded community health center, NEVHC is required to provide basic primary healthcare services as defined in the Health Center Consolidation Act of 1996. Such services are subject to a sliding schedule of discounts off of the fair market value of the service. The discount is based on a patient's family size and income.. People with incomes up to 200% of the Federal Poverty level are eligible for the discount.

## **MANDATED SERVICES**

Health services related to family medicine, internal medicine, pediatrics (including well child care), voluntary family planning,, obstetrics (including prenatal and perinatal services) or gynecology that are provided by physicians and mid-level providers; diagnostic laboratory and radiology services, including diagnostic ultrasounds; preventive health screening 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, emergency, preventative and advanced dental services 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); physical exams for DMV, INS, adoption, employment, military clearance, or life insurance or employer requested physicals; court mandated or patient requested drug testing or any other services outside of the designated plan of care of NEVHC . \*All services may not be available at all sites.

## **SPECIALTY CARE/CONSULTANT CARE**

**(NEVHC Policy #CHS1-00009)**

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 or underinsured 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, labor and delivery and diagnostic testing outside the scope of services provided by NEVHC on site.

NEVHC will not be responsible for any charges for patients requiring specialty or diagnostic services outside of NEVHC's scope of practice unless the charge is part of a program which includes this service and NEVHC has authorized the service in writing or through a formal referral process with that provider.

## **PAYMENT FOR SERVICES**

**(NEVHC Policy #CHS 14-00006)**

NEVHC will apply Billing and Collections policies uniformly to all patients without regard to ancestry, age, marital status, race, color, national origin, medical condition, genetic information, gender identity/ expression, sexual orientation, religion, disability, including substance and alcohol abuse, or ability to pay; except as required by law.

In carrying out billing and collection processes, NEVHC will consider all appropriate safeguards necessary to assure patient confidentiality in its efforts to collect fees from patients.

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 cost-based fee schedule (which includes all in scope billable services -Form 5A) and ensures that fees are consistent with normal, customary and prevailing charges via a community fee analysis.

Patients at or under 200% of the federal poverty level are screened for sliding fee discounts , which considers family size and income to determine their status in relation to the current Federal Poverty Level .

The Board of Directors of NEVHC has determined that all patients will pay a portion of their charges, based upon an approved sliding fee schedule; unless such fees are waived/reduced. Payment of the patient's share, if any, is required at the time services are rendered, unless other arrangements have been waived by authorized staff or payment plans have been made. In some cases, NEVHC can not waive mandatory co-pays or deductibles. The patient,, however, may decide to apply for the sliding fee discount program which may result in a lower payment for the patient.

Patients determined capable of paying all or a portion of their charges will be expected to make payments, provide required documentation, and otherwise cooperate with Billing and Collections procedures.



# IMPORTANT PATIENT CARE POLICIES (CONT.)

## **PATIENT BILLING PROBLEMS/DISPUTES & REFUNDS (NEVHC Policy# CHS 14-00028, CHS 14-00036 & CHS 14-00038)**

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. A patient with a billing issues may be directed to speak with the Billing and Collections department.

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.)

## **SERVICE ANIMALS (NEVHC Policy CHS 8-00044)**

Only service animals defined under Federal or California state law are permitted in the health center. All other animals including emotional support animals are not permitted in NEVHC health centers for health and safety reasons.

Each owner of a service animal must sign an acceptance policy which states:

The service animal must be under the owner's control at all times

NEVHC staff is not responsible for patient/visitor service animals

Service animals are to be on a leash, harness or tether

If the service animal is disruptive or out of control, the owner will be asked to remove the animal

Any service animal accidents must be cleaned up by the owner.

An NEVHC provider has the right to determine if in the best interest of patient and staff, if a service animal needs to be removed from an exam room due to the nature of the exam and any potential safety risks.

# SPEAK UP – ABOUT YOUR CARE



SpeakUp™

## Speak Up™ About Your Care



### Speak up...

- If you don't understand something or if something doesn't seem right.
- If you speak another language and would like a translator.
- If you need medical forms explained.
- If you think you're being confused with another patient.
- If you don't recognize a medicine or think you're about to get the wrong medicine.
- If you are not getting your medicine or treatment when you should.
- About your allergies and reactions you've had to medicines.



### Pay attention...

- Check identification (ID) badges worn by doctors, nurses and other staff.
- Check the ID badge of anyone who asks to take your newborn baby.
- Don't be afraid to remind doctors and nurses to wash their hands.



### Educate yourself...

- So you can make well-informed decisions about your care.
- Ask doctors and nurses about their training and experience treating your condition.
- Ask for written information about your condition.
- Find out how long treatment should last, and how you should feel during treatment.
- Ask for instruction on how to use your medical equipment.



### Advocates (family members and friends) can help...

- Give advice and support — but they should respect your decisions about the care you want.
- Ask questions, and write down important information and instructions for you.
- Make sure you get the correct medicines and treatments.
- Go over the consent form, so you all understand it.
- Get instructions for follow-up care, and find out who to call if your condition gets worse.



### Know about your new medicine...

- Find out how it will help.
- Ask for information about it, including brand and generic names.
- Ask about side effects.
- Find out if it is safe to take with your other medicines and vitamins.
- Ask for a printed prescription if you can't read the handwriting.
- Read the label on the bag of intravenous (IV) fluid so you know what's in it and that it is for you.
- Ask how long it will take the IV to run out.



### Use a quality health care organization that...

- Has experience taking care of people with your condition.
- Your doctor believes has the best care for your condition.
- Is accredited, meaning it meets certain quality standards.
- Has a culture that values safety and quality, and works every day to improve care.



### Participate in all decisions about your care...

- Discuss each step of your care with your doctor.
- Don't be afraid to get a second or third opinion.
- Share your up-to-date list of medicines and vitamins with doctors and nurses.
- Share copies of your medical records with your health care team.

The goal of Speak Up™ is to help patients and their advocates become active in their care.

Speak Up™ materials are intended for the public and have been put into a simplified (i.e., easy-to-read) format to reach a wider audience. They are not meant to be comprehensive statements of standards interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practices or clinical practice guidelines. Thus, care should be exercised in using the content of Speak Up™ materials. Speak Up™ materials are available to all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.

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# SPEAK UP – TO PREVENT INFECTION



SpeakUp™

## Speak Up™ To Prevent Infection



### 1. Clean your hands ...

- Use an alcohol-based hand sanitizer.
- Use soap and water if your hands are visibly dirty.
- Clean your hands before eating or touching food.



### 2. Remind caregivers to clean their hands ...

- As soon as they enter the room.
- This helps prevent the spread of germs.
- Your caregivers may wear gloves for their own protection.



### 3. Stay away from others when you are sick ...

- If possible, stay home.
- Don't share drinks or eating utensils.
- Don't touch others or shake hands.
- Don't visit newborns.



### 4. If you are coughing or sneezing ...

- Cover your mouth and nose.
- Use a tissue or the crook of your elbow.
- Clean your hands as soon as possible after you cough or sneeze.
- Ask for a mask as soon as you get to the doctor's office or hospital.
- Keep a distance of about 5 feet between you and others.



### 5. If you visit a hospital patient ...

- Clean your hands when entering or exiting the hospital.
- Clean your hands before going in or out of the patient's room.
- Read and follow the directions on signs posted outside the patient's room.
- You may be asked to put on a mask, gloves, a paper gown, and shoe covers.
- If sanitizer wipes are in the room, read the instructions. Some wipes are only for cleaning equipment and surfaces, and are not safe for skin.
- If you are unsure about what to do, ask the nurse.



### 6. Get shots to avoid disease ...

- Make sure your vaccinations are current — even for adults.
- Help prevent diseases like the flu, whooping cough and pneumonia.

The goal of Speak Up™ is to help patients and their advocates become active in their care.

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# GRATEFUL PATIENT & FAMILY PROGRAM

It may have been a caring doctor who walked alongside you on your journey to wellness, a referral staff member who connected you to special services, or perhaps it was a nurse's hug that eased your child's fear. There are dozens of ways that medical and non-medical staff at Northeast Valley Health Corporation (NEVHC) make a difference in our patients' lives. That is why we established the Grateful Patient & Family Program, which allows patients and their families to recognize the exceptional care they receive at NEVHC in a personal and meaningful way.

***Share your story and/or make a financial gift to honor a caregiver, a health center, or to simply say thank you.***

Your story and/or financial gift will be used to support the care of other patients and help the community we serve access quality healthcare services that promote healthier neighborhoods. Thank you for helping us make a difference. For more information please contact, Development Department at [development@nevhc.org](mailto:development@nevhc.org) or call 818-270-9576.

***I'm a grateful patient and would like to make a gift today!***

Enclosed is my gift:

\$25    \$50    \$75    Other \$ \_\_\_\_\_

Payment Method:

- My check made payable to NEVHC is enclosed.  
 Please charge my card:  
 American Express    Discover    Mastercard    Visa

Card number:

\_\_\_\_\_

Security Code (CVV):

\_\_\_\_\_

Expiration date:

\_\_\_\_\_

Signature:

\_\_\_\_\_

***I'd like to remain informed about other opportunities to express my gratitude.***

Name:

\_\_\_\_\_

Phone:

\_\_\_\_\_

Email:

\_\_\_\_\_

***I'm a grateful patient and this is my story:***

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***Please mail this form and tax-deductible gift to:***



Northeast Valley Health Corporation  
1172 N. Maclay Ave., San Fernando, CA 91340

**or**



Give online at: [donate.nevhc.org](http://donate.nevhc.org)



**Accredited by**



**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).**

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