



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

## Sign Up for the Patient Portal

The Patient Portal is an easy and convenient way to get in touch with your Care Team. It is a free service for all NEVHC patients and can be accessed 24/7. This secure website allows you to connect with your Provider and Care Team at your convenience. For more information or to get help with your account, call: **(818) 979-7444** or your NEVHC Health Center Business Office.

You can:

- Request appointments
- Request medication refills
- Receive appointment reminders
- Communicate with your Provider or Care Team
- Send and receive forms
- Check lab results
- View radiology reports
- View immunization records
- Request medical records

## Prepare for your appointment

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

## During your appointment

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



**Your  
medical home**



# My Medical home

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

### My Home Clinic:

---

### My Primary Care Provider:

---

### My Behavioral Health Provider:

---

### My Care Team Members:

---

## Services available

- Pediatrics
- Internal and adult medicine
- Immunizations and TB skin tests
- Chronic disease care
- Case management and case coordination
- Family planning
- Prenatal care
- Well-woman care
- Podiatry
- WIC Program
- Pregnancy testing
- Breastfeeding support
- HIV testing
- HIV PrEP (*pre-exposure prophylaxis*) + PEP
- Substance use counseling and referral to treatment
- Behavioral health counseling
- Health education
- Nutrition counseling
- Dental
- Pharmacy
- Laboratory and radiology
- Referral to specialists
- Social services referral
- Insurance enrollment and assistance

\*Work related injury or illness will be referred back to your employer's provider.

## Locations and hours

**Canoga Park** (818) 340-3570  
7107 Remmet Ave, Canoga Park, CA 91303  
**Mon, Tue, Thu and Fri 8am-5pm; Wed 9am-5pm; Closed daily for lunch 12-1pm**

**Newhall** (661) 593-7500  
23413 Lyons Ave, Santa Clarita, CA 91355  
**Mon, Wed and Thu 8am-9pm; Tue 9am-5pm; Fri and Sat 8am-5pm**

**Pacoima** (818) 896-0531  
12756 Van Nuys Blvd, Pacoima, CA 91331  
**Mon, Thu and Sat 8am-5pm; Tue and Wed 8am-9pm; Fri 9am-5pm**

**Pacoima Women's Health** (818) 485-8250  
12759 Van Nuys Blvd, Pacoima, CA 91331  
**Mon, Wed, Thu and Sat 8am-5pm; Tue 8am-9pm; Fri 9am-5pm**

**San Fernando** (818) 365-8086  
1600 San Fernando Rd, San Fernando, CA 91340  
**Mon, Tue, Wed and Thu, 8am-9pm; Fri, 9am-5pm; Sat, 8am-5pm**

**Santa Clarita** (661) 673-8800  
18533 Soledad Canyon Rd, Santa Clarita, CA 91351  
**Mon, Wed and Thu 8am-5pm; Tue 8am-9pm; Fri 9am-5pm**

**SCV Dental and Wellness** (661) 673-8888  
17909 Soledad Canyon Rd, 2<sup>nd</sup> floor, Santa Clarita, CA 91387  
**Mon-Wed 8am-5pm; Thu 8am-9pm; Fri 9am-5pm; Every other Sat 8am-5pm**

**Sun Valley** (818) 432-4400  
7223 Fair Ave, Sun Valley, CA 91352  
**Mon, Tue, Thu and Sat 8am-5pm; Wed 8am-9pm; Fri 9am-5pm**

**Van Nuys Adult** (818) 988-6335  
14624 Sherman Way Suite 600, Van Nuys, CA 91405  
**Mon, Thu and Sat 8am-5pm; Tue and Wed 8am-9pm; Fri 9am-5pm**

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

## For Your convenience

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

Fees are based on a patient's ability to pay. NEVHC offers a sliding fee discount for eligible patients. We offer a variety of payment programs and we accept most government insurances. NEVHC serves people of all languages, cultures, and backgrounds. NEVHC provides services to patients in their preferred language. Patients have the right to ask for an interpreter.

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

- San Fernando Valley:** (818) 270-9777
- Santa Clarita Valley:** (661) 705-2040
- Dental:** (818) 270-9555
- Behavioral Health:** (818) 270-9740

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

- San Fernando:**
- Pediatrics:** Mon-Thu 5pm-9pm;
- Adults:** Mon-Tue 5pm-9pm

- Pacoima:**
- Adults:** Tue 8am-5pm; Fri 9am-12pm

For patients in a health plan, call your plan for nurse advice 24 hours a day, 7 days a week.

If you have a life threatening medical, dental, or psychiatric emergency, dial 911 or go to your nearest hospital. If you are experiencing a mental health concern, call the National Suicide Prevention Lifeline at 988.