



FACEY

MEDICAL GROUP

An affiliate of **PROVIDENCE** Health & Services



Your Guide to Our Services

- 2 Welcome to the Facey Family
- 3 Getting to Know You
- 5 Your PCP & Specialist Care
- 6 After Hours & Emergency Care
- 8 Patient Education
- 9 Online Services
- 10 Frequently Asked Questions
- 10 Patient Rights & Responsibilities
- 12 Important Phone Numbers

Welcome to The Facey Family



Facey Medical Group: Over 95 Years of Innovative Care

Facey Medical Group is a multi-specialty team of physicians, nurse practitioners, licensed therapists, educators, support staff and more. Together, we provide a comprehensive assortment of services designed to help you manage your health in the most convenient way possible. Our industry-recognized approach to coordinated care has earned us a reputation for clinical excellence. And our team-based approach to caring for you has made our patients not just fans of Facey, but part of the family.

We have a long history of caring for the community that originates back in 1923, when Dr. Frederick Facey first opened his practice on Brand Boulevard in the city of San Fernando. His care was highly prized and sought after by local residents. And Dr. Facey's vision of a "one stop shop for health care" was ahead of its time, even when our first major multi-specialty clinic opened its doors in 1954.

Today, we carry on his visionary legacy through our early adoption of modern technologies like electronic health records, digital imaging and electronic prescriptions. We keep as much of our work as possible "in-house" in order to provide you, our patients, with greater convenience and coordination of care.

We're here when you need us. Facey's offices throughout the San Fernando, Santa Clarita, and Simi valleys give you access to care all over the North Los Angeles region. Three of our locations also offer **immediate care** for medical issues that need urgent attention, even on weekends, evenings and holidays. All of our primary care clinics are open late on Mondays and after-hours pediatric care is also available at most clinics on select days.

Our Mission & Values

We are a premier health care team dedicated to providing quality medical services in a caring and professional atmosphere. Each of us is committed to service, innovation, and quality care, while serving the needs of the community.

Quality

We will strive for the best results in everything we do.

Professional Commitment

We will go the extra step for the benefit of our patients and the group as a whole.

Integrity

We will do what we say and adhere to our values.

Patient Sensitivity

We will be aware of and respond to our patients' needs and emotions.

Accountability

We will accept responsibility for our actions, behavior and results.

Efficiency

We will do it right the first time.

Teamwork

We will work together for the ultimate success of our organization.

Una versión en español de este folleto se encuentra disponible llamando al 818-837-5755.

Getting To Know You



We'd like to help you get the most out of your first visit with your primary care provider (PCP). Your time with your PCP is valuable and we have a few suggestions to help you make the most of your visit.

To begin with, we ask that you complete the **New Patient Information** forms that may have been included with this welcome book before you come in for your first visit. These forms are also available on our website at www.facey.com/welcome. Please make sure you:

- 1) Complete the **Patient Information Sheet**
- 2) Complete the **Personal Medical History**
Be sure to include all medications that you take, including over-the-counter medications, vitamins and herbal supplements. Your PCP needs to know about the medications and supplements you take so that he/she is assured that nothing will cause an adverse reaction. Make sure your PCP is aware of any refills that you may need.
- 3) Review and sign the **Notice of Privacy Practices**
- 4) **(Optional)** Complete the **Authorization for Release of Medical Information From Outside Facility** form if you need to have your medical records transferred from another physician's office.
- 5) **(Optional)** Complete the **California Advance Directives** booklet

If you have questions or would like assistance in completing any of these forms mentioned above, please call the number on the back page of this booklet that corresponds to the clinic where your Facey doctor is located.

We encourage you to visit our website if you would like to learn more about our physicians, the services we offer, which insurance plans we accept, and how to contact us. Facey.com also provides many useful educational resources, such as the Krames StayWell health library and our own collection of topic-specific educational handouts.





Making the Most of Your First Appointment

Your first appointment with your Facey PCP will be a “getting to know you” session that may last about thirty minutes. During this first appointment, you will be asked to provide a brief medical history and discuss any current health concerns you may have. Your PCP will want to hear as much information as you can offer about your health so that he or she is able work with you to make the best decisions for your care.

We also encourage you to sign up for **MyChart**, an online service that allows you to request appointments & prescription refills, check lab results, send secure messages to your doctors and much more from anywhere that you have internet access. Speak with a receptionist at any Facey office to begin the registration process.

Talk about your medications. It’s very important that you tell your PCP about all the medications you use, including prescriptions, homeopathic and over-the-counter remedies. It is also important to let them know about any adverse or allergic reactions you have ever had to common medications.

Talk about serious problems. You should make sure your PCP has an accurate history of serious medical issues, especially the recent ones. They may shed light on any current problems you are dealing with.

Don’t be afraid to ask questions. Your doctor or nurse practitioner is a valuable resource for health information and advice. If you are concerned about the way you’ve been feeling lately, talk to your PCP about it. Together, you may be able to connect the dots and find a solution.

Talk about important health screenings. Depending on your age, there are certain tests and exams that should be performed regularly to ensure you are in great shape. Here are some of the most important screenings that you should know about:

Immunizations (childhood immunizations & any necessary boosters)

PAP test (women ages 21-64)

Mammogram (women between the ages 40-80)

Cholesterol (men and women age 20 and older)

Colorectal Cancer (men and women ages 51-80)

HGBA1c (anyone with diabetes between the ages of 18-75)

Prostate Cancer (men between the ages of 50-75)

The guidelines for how often these screenings should be performed do vary. If you have had any of these tests within the last five years, it is important that you inform your PCP of when you were tested and the results so that they can determine if another test is necessary.

Your PCP & Specialist Care



What is the role of my primary care provider (PCP)?

Primary care providers are physicians, physician assistants, or nurse practitioners who are responsible for working with you to manage your health care needs. Your PCP is equipped to evaluate and provide the medical care required for most of your needs. Facey PCPs are usually part of a larger **Care Team** that includes other physicians, nurse practitioners or physician assistants, medical assistants, and more.

Usually, your PCP will want to see you before you seek treatment from a specialist. They may want to provide the care you need directly or, should they determine the need for additional testing or a specialist consultation, refer you to another provider for these services.

My PCP says I need to see a specialist. What happens now?

If you have PPO insurance, there's no need to wait for a referral. Simply make your appointment with a specialist of your choice. If you have an HMO insurance plan and need to see a specialist, your PCP will submit a referral request to our referral department for processing. The exceptions to this are:

- Self-referral exams – Some insurance plans allow you to self-refer for certain specialist visits, such as behavioral health, “well woman” & initial maternity care visits (as long as you see a Facey Ob-Gyn). Check your health plan's benefit information for specific details on direct access to specialty care.
- Life-threatening illnesses – you should call 9-1-1 or go the nearest emergency room

How long will it take for my referral to be approved?

Most requests to see a specialist within Facey Medical Group are approved as soon as the request is entered by your PCP. Requests to see a specialist outside Facey Medical Group are generally processed by our referral department within five business days. Urgent requests are generally processed in three working days. Occasionally, your health plan may require additional time to make their decision. If you have questions about the approval status of your referral, please call us at 818-837-5660.

When your PCP's request is authorized, you will receive a notice of the approval in the mail. You can then schedule an appointment with the specialist you were referred to.

What can I do if my referral request was denied?

Depending on the denial reason, you or your PCP can appeal the decision with your health insurance plan. Instructions on how to appeal will be included along with your denial notice.



After Hours & Emergency Care



We know life doesn't usually happen according to a fixed schedule. That's why we offer primary care services outside of the regular 9-to-5 at most Facey offices. Pediatric after-hours care is available Monday - Thursday from 5:30 - 7:30 p.m. at our Mission Hills and Valencia locations. Extended hours for adult primary care vary by clinic.

Many of our physicians and nurse practitioners care for patients as a team. Even if your regular Facey PCP isn't available right away, another provider may be able to see you. When our offices are closed or your problem is so severe and/or unusual that your PCP is not equipped to deal with your situation in their office, you still have options.

If your situation isn't life-threatening, always try to contact your PCP first. Your PCP or an on-call Facey physician is always available 24 hours a day, 7 days a week. Tell your PCP or the on-call physician what the problem is and they will direct you to your best option for the care you need.

If you have a serious, sudden, life-threatening emergency dial 9-1-1 immediately. A few examples of these conditions are severe dizziness, chest pain or head trauma. The emergency crew that arrives to treat you will assess your condition and transport you to the nearest emergency room if you need treatment. If you are admitted to the hospital or are treated in the emergency room, make sure you or someone acting on your behalf calls your PCP to inform them of your situation and the services being rendered. ***It is important for your Facey PCP to be aware of your current condition so that they may follow-up directly with the hospital as well as you, and keep your medical record up-to-date.***

In most cases, it is to your advantage to go to immediate or urgent care instead of the emergency room. Most insurance plans will require you to pay significantly more for an emergency room visit than one to urgent care. And if your injury or illness is not life-threatening, you will often wait six hours or more to see a doctor at an emergency room. However, if you genuinely believe you have a serious illness (such as difficulty breathing, severe injuries, or chest pain), you should probably go to the nearest emergency room.

Facey immediate care centers are capable of treating most minor and some major injuries, as well as general illnesses in a fast and caring environment. Our locations and hours of operation are included in this booklet for your reference.

If your child is sick, an after-hours appointment may be one of your options. Our pediatricians provide after-hours care Monday through Thursday from 5:00 - 8:00 p.m. for minor issues. Patients from any Facey office may schedule an after-hours appointment at our Valencia 1 or Mission Hills locations, where one of our pediatricians will be available help.

After Hours & Emergency Care



Urgent & Immediate Care Centers

Facey Medical Group operates two Immediate Care centers in order to serve our patients after regular business hours and on weekends and holidays. Our care teams at these locations can treat most injuries and illnesses that are not life-threatening. If we cannot provide the services your situation requires, our staff will assist with finding the help you need.

Immediate Care clinics operated by Facey:

Mission Hills

11333 N Sepulveda Blvd
Mission Hills, CA 91345
818-869-7200
Monday - Friday: 9a - 8:30p
Sat, Sun & Holidays: 8a - 5:30p

Porter Ranch

OPENING LATE FALL 2019
19950 Rinaldi St, Ste 200
Porter Ranch, CA 91326
818-403-2425
Sat, Sun & Holidays: 8a - 5:30p

Valencia

26357 McBean Pkwy
Valencia, CA 91355
661-222-2643
Monday - Friday: 9a - 8:30p
Sat, Sun & Holidays: 8a - 5:30p

Affiliated urgent care clinics not operated by Facey

Co-payments for services at non-Facey locations may vary depending on your insurance benefits.

Exer Urgent Care - Canyon Country

14550 Soledad Canyon Rd
Santa Clarita, CA 91387
661-488-7402

Exer Urgent Care - La Canada Flintridge

19346 Nordhoff St
Northridge CA 91324
818-727-2040

Exer Urgent Care - Northridge

19346 Nordhoff St
Northridge CA 91324
818-727-2040

Exer Urgent Care - Santa Clarita

25548 The Old Road, #U1
Stevenson Ranch, CA 91381
661-556-9020

Exer Urgent Care - Sherman Oaks

13303 Riverside Drive
Sherman Oaks CA 91423
818-722-3230

Additional urgent care locations can be found on our web site at:
facey.com/urgentcare

Affiliated Hospitals

Facey has established special relationships with the hospitals listed below. However, if you have a life-threatening situation, you should go to the emergency room closest to you.

Facey has a team of full-time Hospitalists (physicians specializing in the care of patients during a hospital stay) that practice at these hospitals. We also have RN Case Managers in these hospitals who work with our Hospitalists and assist with your needs upon discharge.

Providence Holy Cross Medical Center

15031 Rinaldi Street
Mission Hills, CA 91346
818-365-8051

Providence Saint Joseph Medical Center

501 South Buena Vista Street
Burbank, CA 91505
818-843-5111

Simi Valley Hospital

2975 North Sycamore Drive
Simi Valley, CA 93065
(805) 955-6000

Henry Mayo Newhall Memorial Hospital

23845 McBean Parkway
Valencia, CA 91355
661-253-8000

Providence Tarzana Medical Center

18321 Clark St
Tarzana, CA 91356
818-881-0800

Facey Patient Education



Want to know the best way to stay healthy? Well, we have some advice for you. Knowledge is power. And with a little help from Facey's Patient Education team, you can take managing your health to a new level. We offer programs on a wide variety of subjects, ranging from general nutrition and stress management to more illness-specific issues like diabetes, high blood pressure, and cholesterol. Facey gives you the tools to live smarter. Think of it as extra credit for your next doctor's visit! (we promise they'll be happy to hear that you went to a class)

Not all classes are created equal.

Most of our education classes are open to the public and are offered free of charge. Several classes are offered in Spanish. Some require a referral from your physician. Many of our programs are offered at multiple Facey locations in order to provide you with convenient access to our most popular programs. Call us to find out if the class you are interested in is offered near you.



Signing up is easy.

Ask for our education brochure the next time you're at a Facey office. If you find a program that interests you, please call us toll-free at 1-866-837-5605 to learn about upcoming class dates and to register. We also post the current schedule of classes on our web site at: facey.com/education



Online Services



Manage your health care anytime, anywhere, with MyChart from Providence.

When you need quick and easy access to your health information, it's only a click away with MyChart®. MyChart gives you online access to your health record in a snap. At any time, you can schedule appointments, view test results and send messages to your care team. You can even request prescription refills online.

Your health information and privacy are protected.

Only you and your health care team are permitted to view your MyChart records. We use the latest security safeguards to protect your information. MyChart is password-protected and uses an encrypted connection. You can review our privacy and security policies at Providence.org/privacy.

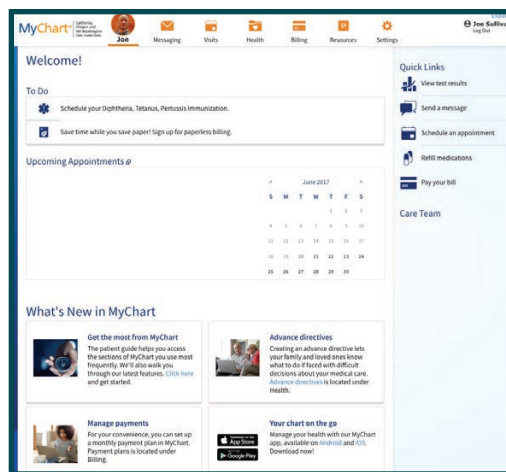


Put your health in your hands.

Download the free MyChart mobile app for iPhone or Android, and select Providence as your health care provider.



Need support? You can call Facey's MyChart helpdesk for assistance at 818-869-7299.



View your medical information online

- Review your medications, immunizations, allergies and medical history.
- Research health topics and information using the Krames Staywell health library
- Receive most test results online – no waiting for a phone call or letter.
- Review after-visit summaries and care instructions from your provider.

Stay in touch with your care team

- Communicate with your care team – it's as simple as email but more secure.
- Request your medication refills online.

Manage your appointments

- Schedule or request your next appointment online
- View the details of upcoming and past appointments.

Access your family's records

- Family members can link accounts for convenient access to appointments, immunization records and more.

For more information or to sign up, visit Providence.org/getmychart

Frequently Asked Questions



Is Facey Medical Group an insurance company?

No. Facey Medical Group provides and/or coordinates the medical care that you receive. Our role is to manage your health alongside you, through our various care teams and services. In addition, we work with your insurance company to determine your benefits and co-payments at Facey.

We go out of town frequently. Where will we get medical treatment while we are away from Facey Medical Group?

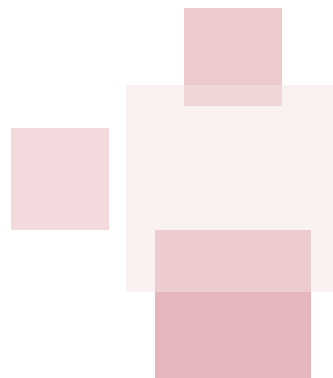
We hope that while you are away from us you remain healthy and happy. However, should you become ill it is important to seek treatment at a local doctor's office, hospital or urgent care center. Most health insurance plans cover this kind of situation, but you will probably have to pay for the services in full because often they will not bill your insurance company. This is especially true for out of state physicians and cruise ship medical services. Be sure to ask for a receipt and also a copy of your medical records (if you are out of the country, ask if this information could be given to you in English).

When you return home:

- 1) Contact your insurance company and ask for a claim form. Once you return it with your receipt(s) and medical records, they will review it and advise you of reimbursement.
- 2) Contact your PCP and alert him or her to what happened while you were away. It is important that your medical records get updated in case you require ongoing treatment for the illness or injury you may have suffered.

What if I receive a bill?

Depending on your insurance benefits, you may receive a bill from us after your appointment. If you have HMO insurance, you should not receive a bill from any contracted specialists or facilities if your services were authorized by your PCP or you made an authorized self-referral. However, sometimes outside labs or radiology departments may send you a bill because they did not have complete information at the time of service. If you have questions about a bill or statement, please call our Patient Accounts team at 818-837-5644.





Patient Rights & Responsibilities

Facey Medical Group is a caring and innovative team dedicated to enthusiastically improving the quality of life and health of the people we serve. We believe that you, as our patient, have certain rights:

- 1) You have the right to receive appropriate access to treatment.
- 2) You have the right to know the names and responsibilities of all health care professionals caring for you.
- 3) You have the right to be treated with respect, recognition of your dignity and right to privacy.
- 4) You have the right to receive treatment that is appropriate and consistent with your medical needs.
- 5) You have the right to receive information about Facey Medical Group, its services, practitioners and providers, and members' rights & responsibilities.
- 6) You have the right to participate with practitioners in decision-making regarding your care.
- 7) You have the right to candid discussion of appropriate or medically necessary treatment options for your condition regardless of cost or benefit coverage.
- 8) You have the right to voice complaints or appeals about Facey Medical Group or the care provided.
- 9) You have the right to receive clear and complete information about your condition and care, including explanations of procedures, tests, treatments and alternatives (including risks and benefits), in order to give informed consent or refuse treatment.
- 10) You have the right to receive a timely response to any reasonable service request.
- 11) You have the right to confidential handling of all communications and medical information maintained at Facey, as provided by law and professional medical ethics.
- 12) You have the right to be represented by parents, guardians, family members or other conservators if you are unable to fully participate in your treatment decisions. These rights will apply to them as well.
- 13) You have the right to make recommendations regarding Facey's member rights & responsibilities policy.
- 14) You have the right to access services & information in an alternative format and in any language that is prevalent among Facey patients.

We also believe that you, as our patient, have certain responsibilities when receiving care from Facey Medical Group:

- 1) You have the responsibility to be accurate and thorough when providing information about your medical history that Facey and its practitioners need in order to care for you.
- 2) You have the responsibility to ask for clarification about any aspect of your care which you do not fully understand and to participate in developing mutually agreed upon treatment goals.
- 3) You have the responsibility to follow the agreed upon plans and instructions for your care.
- 4) You have the responsibility to notify your health care provider if you notice any change in your health.
- 5) You have the responsibility to extend reasonable courtesy toward all health care providers during the treatment process.

IMPORTANT NUMBERS

Patient Account Services
(Credit, Collections & Billing)
877-322-3963

Customer Service
855-359-6323

Disability Services
818-837-5669

Executive Offices
818-837-5706

MyChart Support
818-869-7299

Human Resources
818-837-5655

Marketing &
Communications
818-837-5755

Medical Record Releases
818-37-5668

Patient Education
866-837-5779

Patient Referral Coordinator
818-837-5660

Prescription Refill Requests
*contact your pharmacy or
request via MyChart*

FACILITY ADMINISTRATION

Burbank
818-869-7614

Canyon Country
661-250-5216

Copper Hill
661-513-2177

Mission Hills
818-869-7019

Northridge
818-743-5716

Porter Ranch Plaza
818-639-5015

Simi Valley
805-206-2010

Tarzana
818-466-7720

Valencia 1
661-222-2631

Valencia Specialty Center
661-481-2446

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