



## GET READY for your appointment

**H**ealthcare can be confusing. Many people visit a lot of doctors and often feel lost in the system. Our healthcare team will listen to your questions and help you find your way through the system. Our staff is committed to treating you with CARE; a patient-centered approach for patient and team communication.

Your team will know you, your family situation, your medical history and your health issues. They will deliver personalized care that helps you take responsibility for your health and meets your needs.

- ✓ Make a list of health questions. Ask a friend or relative for help if you need it. Put the questions that are most important to you at the top of the list.
- ✓ Make a list of other health providers you have visited. Write down their names, addresses, phone numbers, and the reasons you visit them.
- ✓ Take all of your medicines in their original containers to your appointment. Be sure to include prescriptions, over the counter, natural and herbal medicine and vitamins.
- ✓ Take your insurance card or other insurance information with you 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 team members.
- ✓ Use your list of questions. Ask your most important questions first. Even if you cannot get all of your answers on the first visit, having a list will help you keep track of the answers
- ✓ Talk with your team about what health issue to work on first.
- ✓ Be sure you know what you should do before you leave the office.
- ✓ Use your own words to repeat back the things you've discussed with your team. This way, both you and your team will know if the information is clear.
- ✓ Ask your team about how to reach them after hours if you need to.



**Northeast Valley  
Health Corporation**

a californihealth<sup>+</sup> center



**YOUR**  
medical home



**Northeast Valley Health Corporation**

a californiahealth+ center

## MY MEDICAL home



**N**EVHC is your medical home. A medical home is a system of care in which a team of health professionals work together to provide all your health care 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 needs 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 getting the care you need.

**YOUR provider's name is:**

\_\_\_\_\_ **YOUR team is:**

\_\_\_\_\_ **TEAM extension:**



## SERVICES available

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



## LOCATIONS & hours

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

1600 San Fernando Rd.  
Mon-Thurs: 8 am-9 pm; Fri: 9 am-5 pm;  
Sat: 8 am-5 pm

**Pacoima (818) 896-0531**

12756 Van Nuys Blvd.  
Mon-Thurs: 8 am-5 pm; Tues, Wed: 8 am-9 pm;  
Fri: 9 am-5 pm; Sat: 8 am-5 pm

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

7223 N. Fair Ave.  
Mon, Tues, Thurs, Sat: 8 am -5 pm;  
Wed: 8 am-9 pm; Fri 9 am -5 pm

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

7107 Remmet Ave  
Mon, Tues, Thurs, Sat: 8 am-5 pm;  
Wed: 9 am-5 pm

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

18533 Soledad Canyon Rd  
Mon, Wed, Thurs: 8 am-5 pm; Tues: 8 am-9 pm;  
Fri: 9 am -5 pm

**Valencia (661) 287-1551**

23763 Valencia Blvd  
Mon: 8 am-9 pm; Wed: 9 am-9 pm;  
Tues, Thurs, Fri, Sat: 8 am-5 pm;

**Van Nuys-Pediatrics & WIC (818) 788-6240**

7138 Van Nuys Blvd  
Mon, Wed, Thurs, Fri: 8 am-5 pm;  
Tues: 9 am-5 pm



## FOR YOUR convenience

**Y**our health care team knows you the best when it comes to your health care needs. But, we also understand that sometimes you may not be able to get an appointment right when you need one.

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

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

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

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

**Adults:** Mon, Tues, Thurs: 5 pm-9 pm

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

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

