

ELICA HEALTH CENTERS

PATIENT GUIDEBOOK



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Welcome to Elica Health Centers

Thank you for choosing Elica Health Centers as your health home!

“Healing with Heart” is the guiding principle behind everything we do. Our dedicated staff provide high quality, compassionate care. We focus on **you** and **your overall health**, making sure you feel respected, understood, and well-cared for.

We offer Primary Medical Care, General Dentistry, Behavioral Health, Social Services, and more. Your assigned Care Team will coordinate across specialties to meet your health needs.

Our Locations and Hours

We offer access to care Monday through Saturday at several locations across the Sacramento and Yolo county areas. Hours and days of operations can vary depending on each clinic. For the most updated information, please visit our website at <https://www.elicahealth.org/our-locations/>.

How To Contact Us

To schedule an appointment or get help with a question, call **(916) 454-2345**:

- Monday through Friday, 7:30 AM to 6:00 PM
- Saturday, 7:30 AM to 5:30 PM

If you need general health guidance outside of these hours, you can call **(916) 454-2345** to reach our Nurse Advice Line. **If you're having a medical emergency, please immediately call 911.**

Appointment Expectations

Appointment Preparation

To make sure we can provide the best care for you, please arrive early (30 minutes for new patient appointments, 15 minutes for follow-ups) and bring the following items to each of your appointments:

- Identification card
- Insurance card (if covered by Medi-Cal, Medicare, or other insurance)
- Immunization records (translated into English if you were vaccinated in other countries)
- List of current medications and dosages
- Copy of previous health records, if available (for example: from your previous provider or a hospital)

Appointment Reminder Notifications

You will receive reminders about your upcoming appointments through texts or phone calls. Please reply to confirm or cancel, as this helps us to prepare better for your visit.

If you would like to change how you receive reminders, let us know and we will update our system. Alternatively, you can log into MyChart and update your Communication Preferences.

Missed Appointments

You're considered a "no-show" if you missed your confirmed appointment and did not notify us ahead of time that you would not be able to make the appointment. We understand that unexpected events happen or sometimes life gets busy. We'll work with you to reschedule and keep your care on track.

Missing appointments without notice can affect your care and limits our ability to help other patients who could be seen in that time slot. If you miss four (4) appointments within a rolling 12-month period, you may be restricted to walk-in status.

Canceled Appointments

Please let us know at least 24-hours in advance if you need to cancel or reschedule an appointment. This allows us to offer that time slot to other patients.

If we have to cancel your appointment due to an unforeseen event, we will attempt to notify you as soon as we can and will help reschedule your appointment.

Same-Day Appointments and Walk-Ins

We have a limited number of slots available each day for Same-Day appointments. These are scheduled on a first-come, first-served basis. If there are no more openings, we will provide you the next available appointment, or you may walk-in to try to be seen the same day.

For Medical Walk-Ins, we will do our best to accommodate you based on the day's schedule. There may be a wait, and there is no guarantee of being seen on the same day, so we encourage scheduling appointments in advance whenever possible.

For Dental Walk-Ins, we have designated limited Emergency Walk-In hours. During these times, patients can be seen for urgent dental issues on a first-come, first-served basis. See our website for details on our dental locations and hours: <https://www.elicahealth.org/our-locations/>.

Telehealth Appointments

While your first visit with Elica must be in-person, we offer video and phone telehealth options for follow-up appointments. In some cases, you may need to have an in-person appointment. Your provider or Elica staff will notify you if your visit is available through telehealth.

What To Expect at Your Appointment

You'll be greeted by our friendly Front Desk staff, who will help you check-in for your appointment. In addition to new patient paperwork, you may need to fill out additional forms.

Once you're checked in, you can relax in our waiting area until it's time for your appointment. Our staff will take you to your exam room to prepare for your visit. Your provider will then join you to discuss your health, perform any necessary exams and procedures, and work with you to create a personalized care plan.

After your appointment is completed, you may receive an After Visit Summary (AVS), which can also be found in your MyChart. Our staff will help schedule future appointments and process any payments as needed. We want you to have a clear understanding of your health and any actions you may need to take next.

Managing Your Care

Your health is a team effort, and you are an important part of that team. By asking questions, sharing your concerns, and staying informed, you help us create a treatment plan that's right for you. We're here to help you every step of the way. Your involvement is key to getting the best results. Together, we can work toward your health goals and get you the care you need.

MyChart Patient Portal

Become more involved with your care and sign up for MyChart. With MyChart, you can:

- View health records and appointment information
- Request prescription refills
- View test results
- Communicate with your provider
- Keep track of immunizations
- Pay bills online

Scan the QR code with your phone to easily reach our MyChart portal.



If you need help signing up for MyChart, ask one of our staff. We're happy to guide you through it!

Please do not use MyChart messaging for urgent issues. If you are having a medical emergency, please call 911.

Referral Process

If your provider determines that you need specialized care, they will refer you to a specialist. Our team will check which specialists your insurance covers and send the referral to one of those covered specialists. Once we receive approvals, we will contact you to provide your specialist's information.

If you have questions about the status of your referral, you can call us to request an update at (916) 454-2345 and select the appropriate option(s) to reach our Referrals team.

How to Request Your Health Records

You can request your health records by filling out our Health Record Release form. It is available at any of our locations or on our website at <https://www.elicahealth.org/patients-and-forms/>. Once you've completed the form, you can submit it in-person, through email, or by fax at (916) 457-2667.

If you want to submit the form by email or check the status of your request, you can call us at 916-454-2345 and select the appropriate option(s) to reach our Health Records team.

How To Request Medication Refills

Please notify us before running out of medication to allow time for your provider to review your request. It's important to plan ahead since some medications may require an in-office visit or updated lab work before refills can be given. You can request refills by directly calling your pharmacy, who will send the request to us. You can also submit a request through your MyChart app.

Payment of Services

Accepted Insurances

Elica accepts Medicare, Medi-Cal, and most commercial / third-party insurances. Patients who have managed care plans need to be assigned to Elica. Please ask one of our staff members or call us at (916) 454-2345 to ask if we accept your health insurance.

Sliding Fee Discount Program

For out-of-pocket costs, Elica offers a Sliding Fee Discount Program to all patients to make our services more affordable. The discount level depends on your household size and annual income.

How to Apply:

1. Fill out a Sliding Fee Application then give it to an Elica staff member.
2. Show Proof of Income (2 of your most recent pay stubs or your last tax return).
 - a. If you do not have any income, you may fill out the Self-Declaration form.
 - b. For all other income sources, such as SSI, Disability, or Public Assistance, please bring an Award or Benefit Letter.
3. You need to reapply every 6 months or when your household size or income changes.

If you have questions or need help with the application, call (916) 454-2345, ext 269 to talk to one of our Eligibility Specialists. You can also email eligibility-EHC@elicahealth.org.

Billing Questions

If you have questions regarding any bills or charges, call (916) 454-2345 and select the appropriate option(s) to reach our Billing team.

Our Services

Primary Medical Care

All patients at Elica are assigned to a **Primary Care Provider (PCP)** and a care team. This ensures you receive consistent, coordinated care. Your PCP can take care of your general health needs, treat common illnesses, and manage ongoing conditions. If you need specialty care, your PCP can refer you to specialists within or outside of Elica. If your PCP is not available, don't worry - other providers on your care team are ready to assist you.

General Dentistry

Elica offers both preventative and restorative dental care, no referral required. We recommend regular dental visits to treat and prevent dental problems. Taking care of your teeth is essential for your overall health and quality of life. If you need more advanced dental work, we can refer you to a specialist.

Children should have their first dental appointment before their first birthday or whenever their first tooth appears. Regular dental care is also important during pregnancy.

Behavioral Health and Psychiatry

Behavioral Health

Ages 6+, Referral Needed

Elica offers help with behavioral health symptoms and related health concerns. Our behavioral health providers talk with you and teach you ways to handle emotions, stress, and life challenges. Our 30 minute counseling sessions are one-on-one and scheduled every few weeks, with a total of 10 to 20 sessions.

Elica also provides Medication Assisted Treatment (MAT) for Substance Use Disorder. This program helps patients who have issues with drugs or alcohol by providing medication and therapy.

Psychiatry

Ages 4+, Referral Needed

Elica can treat mild-to-moderate conditions, such as depression, anxiety, post-traumatic stress disorder (PTSD), attention deficit hyperactive disorder (ADHD), bipolar disorder, and schizophrenia. Your psychiatry provider can talk with you about your medical history and work with you to find appropriate medication, as required for your care.

Pharmacy

Your provider can send your prescriptions to any pharmacy of your choice. For your convenience, Elica has partnered with Innova Pharmacy, which is available at our Midtown, North Highlands, and Arden Arden clinics. If you qualify for our Sliding Fee Discount Program, you can get your prescriptions at a reduced cost through Innova. Innova can deliver to your home, give vaccinations, and print labels in your preferred language. Please let us know if there are any changes to your pharmacy preferences so your prescriptions always go to the right place!

Mobile Services

Elica is proud to serve our patients and community through our “Health on Wheels” mobile services program. It allows us to provide primary care to those who may have difficulty accessing care at our clinics. We visit a variety of places, such as schools, homeless shelters, health fairs, and other community events. Our Street Medicine team goes directly to individuals living on the streets or in shelters to deliver healthcare. We also provide veterinary care for the beloved pets of those experiencing homelessness. All these efforts support our mission to bring quality care to everyone.

If you know someone who could benefit from these services, please share this information with them. For more details on how to access these services, please call us at (916) 454-2345.

Enabling Services

Enabling services are non-medical services that can make it easier for you to get the care and support you need. This includes:

Care Coordination Services: helps patients understand their health problems and treatment. A Care Coordinator can assist with transportation, translation, talking to doctors / specialists, and finding local resources.

Enhanced Care Management (ECM): helps Medi-Cal patients with complex needs. A Care Manager coordinates and manages your health care. Check with our staff to see if you qualify.

Elica Resource Center: helps patients and community members with navigating the healthcare system, finding resources, support, and more. The Resource Center includes a community closet and food pantry, which has free canned / dry foods, clothing, shoes, toys, and household items.

- **Address:** 5735 Watt Avenue, North Highlands, CA 95660
- **Hours:** Monday through Friday from 8:30 AM to 12:00 PM, 1:00 PM to 4:00 PM
- **Contact:** Call (916) 454-2345, ext 1030 to talk to one of our Resource Specialists

Additional Services

We also offer additional services including but not limited to optometry, chiropractic, dermatology, and podiatry. Ask your Elica provider to learn more.

Thank you for entrusting us with your care. We look forward to welcoming you at your next visit with us! 💜