

## We trust you, our patient to:

- Tell us what you know about your health, illnesses, needs, and concerns
- Take part in planning your care
- Follow the care plan that is agreed upon, or let us know why you cannot so we can try to help and adjust the plan
- Tell us what medications you are taking and ask for refills at your office visit when you need one
- Let us know when you see other doctors and what medications they prescribe or change
- Ask non-Elica providers to send us a report about your care when you see them
- Learn about your insurance so you know what it covers
- Keep your appointment as scheduled, or call at least 24 hours in advance to cancel your appointment
- Give us feedback so we can improve our services

Either you or your provider may end this partnership at any time. If you choose to end the partnership, please notify us and tell us why. If your doctor decides to stop seeing you, we will notify you with an explanation as to why. With written permission, we will forward a copy of your information to your next doctor.

## Non-Discrimination Statement

Elica Health Centers complies with applicable federal civil rights laws and does not discriminate by race, ethnicity, national origin, age, disability, sex, gender identity, religion and/or creed, and sexual orientation.

Be more involved with your health care and sign up for your Elica Health Centers Patient Portal Account. For more information, go to Elica's website at [www.elicahealth.org](http://www.elicahealth.org) and select the **Patient Portal** tab at the top of the page.

Follow us:

[facebook.com/elicahealth.org](https://facebook.com/elicahealth.org)

[twitter.com/elicahealth](https://twitter.com/elicahealth)

[instagram @elicahealthcenters](https://instagram.com/elicahealthcenters)

Phone: (916) 454-2345

After Hours: (916) 454-2345

Emergencies: **911**

### **Elica Health Centers - Arden Arcade**

2400 Glendale Lane, Sacramento, CA 95825

Mon - Fri: 8:00 am to 12:00 pm and 1:00 pm to 5:00 pm



### **Elica Health Centers - Cadillac Dr**

77 Cadillac Drive, Suite 200, Sacramento, CA 95825

Mon - Thu: 8:00 am to 6:00 pm



### **Elica Health Centers - Franklin Blvd**

5385 Franklin Boulevard, Suite K, Sacramento, CA 95820

Mon - Thu: 8:00 am to 6:00 pm



### **Elica Health Centers - Halyard Dr**

1276 Halyard Drive, West Sacramento, CA 95691

Mon - Sat: 8:00 am to 6:00 pm



### **Elica Health Centers - Health On Wheels**

3701 J Street, Suite 201, Sacramento, CA 95816

Locations and Hours of Operation: Variable

### **Elica Health Centers - J St**

3701 J Street, Suite 201, Sacramento, CA 95816

Mon - Sat: 8:00 am to 6:00 pm



### **Elica Health Centers - Mack Rd**

6339 Mack Road, Sacramento, CA 95823

Mon - Fri: 9:00 am to 1:00 pm and 2:00 pm to 6:00 pm

### **Elica Health Centers - Marysville Blvd**

3234 Marysville Boulevard, Sacramento, CA 95815

Mon - Fri: 8:00 am to 12:00 pm and 1:00 pm to 5:00 pm



### **Elica Health Centers - North Highlands**

4815 Watt Avenue, North Highlands, CA 95660

Mon - Sat: 8:00 am to 6:00 pm

### **Elica Health Centers - V St**

923 V Street, Sacramento, CA 95818

Mon - Thu: 8:00 am to 6:00 pm

### **Elica Health Centers - 15<sup>th</sup> St**

155 15<sup>th</sup> Street, Suite A, West Sacramento, CA 95691

Mon - Thu: 8:00 am to 6:00 pm

## New Patient Welcome



"Healing with Heart"  
**Elica**  
**Health Centers**

[www.elicahealth.org](http://www.elicahealth.org)

(916) 454-2345

## Welcome to Your Patient Centered Medical Home

At Elica Health Centers, we are proud of our status as a Patient Centered Medical Home (PCMH) and of our designation as a Federally Qualified Health Center (FQHC).

We provide primary medical care to patients of all ages, races, cultures, and ethnic groups, regardless of an individual's ability to pay. We also offer a range of dental and behavioral health services, including alcohol and substance abuse treatment.

Patients are seen by scheduled appointment, although we also offer same day visits, which allow us to accept patients for urgent care. For after-hours, weekends, and holidays, Elica utilizes a service that coordinates care by the appropriate on-call provider.

Elica currently operates a growing number of health centers at locations throughout the greater Sacramento area where our patients experience "Healing with Heart."

## What is a Patient Centered Medical Home?

A Patient Centered Medical Home is a partnership between a provider-led health care team and an informed patient, which represents a better way to take care of your health needs and helps you manage your own care. It includes an agreement between the provider and the patient, which acknowledges the roles and responsibilities of everyone in the total health care program.

As a Patient Centered Medical Home, you may notice some differences in the way we provide care; however, most things will be familiar, including how we:

- Assign you your provider who knows you and your family, whenever he/she is available
- Provide you with care coordination across multiple disciplines to meet your medical needs
- Respect you as an individual

*We will not make judgments based on race, ethnicity, national origin, age, disability, sex, gender identity, religion and/or creed, and sexual orientation.*



## What is a Patient Centered Medical Home? Cont.

- Respect your privacy  
*Your medical information will not be shared with anyone unless you give us written permission or if the law requires it.*
- Deliver care using a team of people led by your provider
- Provide you with quality care when you need it, delivering it safely and in a manner that fits with your goals and values
- Take care of short-term illness and long-term disease, and give advice to help you stay healthy
- Tell you about your health and illness in a manner that you can understand

## Elica Health Centers offers a broad range of services, including:

- |                           |                             |
|---------------------------|-----------------------------|
| • Primary Care            | • Immunization              |
| • Diagnostic Lab          | • Screenings                |
| • Health Education        | • Podiatry                  |
| • Well Child              | • Translation               |
| • Behavioral Health       | • Outreach                  |
| • Case Management         | • Eligibility Assistance    |
| • Family Planning         | • Comprehensive Dental Care |
| • Substance Abuse         | • Nutrition                 |
| • Lactation Consultations | • Chiropractic Care         |

Also, Elica has formal arrangements in place for referring patients to a wide range of medical specialties, such as cardiology, psychiatry, OB/GYN, orthopedics, and more.

## As your PCMH we will:

- Ask what your health care goals are, what you want to do to improve your health and help plan your care
- Use current best practices evidence in decision-making about your care and offer support for self- management of your health
- Give you a written copy of the care plan
- Ask that you let us know if you can't follow your care plan
- Remind you when tests are due so you can receive the best quality care
- Possibly offer you the option to join in a special type of visit called a "group visit."

As part of our Patient Centered Medical Home orientation, we will ask you to acknowledge your agreement to the above, and we will acknowledge our promise to you.



## Advice Outside Regular Business Hours

Elica patients can seek and receive interactive clinical advice by phone from our qualified "on-call providers" when the health centers are closed. We provide 24/7 continuous coverage.

For outside of regular business hours, call 1 (844) 979-3780.