

New Patient Handbook

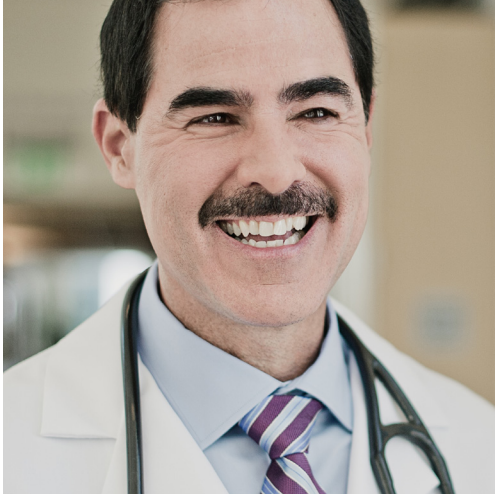




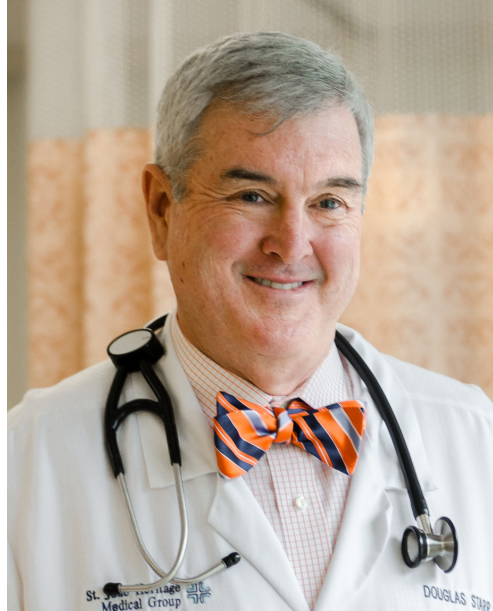
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St. Joseph Hoag Health - Your Network of Care

Welcome to St. Joseph Hoag Health, Mission Heritage Medical Group. As a patient, you now have access to health care’s brightest minds and biggest hearts across Orange County. Along with your primary care physician, you are connected to a wide network of care, including more than 1,250 specialty physicians, nine hospitals and 29 urgent care centers conveniently located throughout the county. Together, we provide the most advanced treatments and technologies, along with compassionate care. We partner with you, knowing that good health is a most precious gift. Should you need to access medical care beyond your primary care physician’s office, know that all of us throughout St. Joseph Hoag Health work together to assure seamless, coordinated care with one goal in mind – getting you healthy.

Welcome



Welcome to Mission Heritage Medical Group.

We would like to offer you a warm welcome and our thanks for choosing us to meet your health care needs.

In addition to highly respected physicians, we offer a remarkable range of specialties and services. From routine doctors' visits to health education and leading edge surgical procedures, our patients have the confidence that comes from being in the best of hands. What's more, our expertise is backed by a strong commitment to values. Affiliated with the Sisters of St. Joseph of Orange, Mission Heritage Medical Group hold the core values—dignity, service, excellence and justice – as the guiding principles for all we do.

This booklet will explain our services and answer some questions you might have about how to access your care. We encourage you to keep this information handy and use it as needed.

If you have any other questions, please do not hesitate to call your physician's office or customer service at **(949) 364-6000**. You can also visit us at **missionheritage.com**.



Choosing a Physician

It's important to find a doctor that's right for you. At Mission Heritage Medical Group, we offer a diverse group of physicians who have received numerous accolades for excellence in health care. We feel confident that you will find a physician who can serve you and your family for years to come.

If you have already selected a doctor, call his or her office directly to schedule an appointment. If you need help choosing a doctor, call (949) 364-6000 or visit our online physician directory at missionheritage.com

Please note that, you can change your doctor at any time and for any reason. Simply contact the customer service number listed on the back of your insurance card and provide the representative with the name of the physician you choose. Depending on your health plan, the change may take up to one month to become effective.



Scheduling or Canceling an Appointment

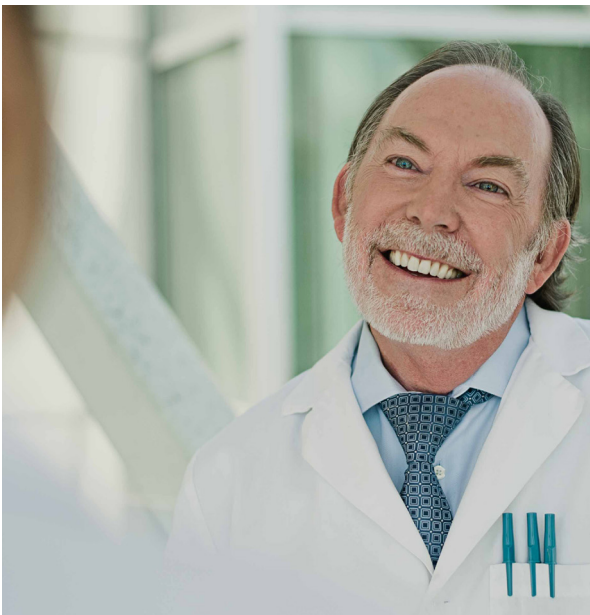
Once you've selected a doctor, call the physician's office directly to schedule an appointment. Please remember to bring your insurance card and other personal health records to your first appointment. Your health records may include copies of recent tests or documentation from another doctor's office.

We know missed appointments are often unavoidable, but they are also an opportunity for someone else to see the doctor. If you can't make your scheduled appointment, please call your doctor's office at least 24 hours in advance. When you call, we will be happy to reschedule your appointment for a more convenient time.

Even if you have to cancel at the last minute, please call so we can try to accommodate someone else.

Leaving a Message for Your Doctor

If you have any questions outside of your appointment, you may call your physician's office directly and ask to leave a message with the doctor or nurse.



Refilling Your Medication

To have your prescription refilled, call your pharmacy three to five days before it runs out. The pharmacy will contact your doctor's office for prescription verification.

Services

Customer Service

Our customer service representatives are available to answer any questions or concerns you may have regarding health care services provided by our physicians.

They can assist you with:

- Choosing a doctor
- Checking the status of a specialty referral
- Locating our facilities
- And much more

Feel free to contact our customer service department Monday through Friday, 8 a.m. to 5 p.m. at **(949) 364-6000** or **TTY language line at (800) 855-7100**.

Language Assistance

Should you need language assistance, please contact your physician's office so they can best coordinate your needs.

Health Plans Accepted

Mission Heritage Medical Group accepts many HMO, Medicare HMO, POS , PPO and EPO plans, including straight Medicare. To find out if we accept your health plan, call our customer service department at **(949) 364-6000**.

Copayments and Billing

Most insurance plans require a copayment, which is due at the time of service. After your appointment, your insurance will be processed, and you will be billed for any services not covered by your insurance plan. If you are uncertain whether a particular service is covered, please call your insurance plan directly. If you have questions about a bill, please call the phone number listed on the statement.



After hours care

You don't just get sick during business hours, which is why we don't just offer care from 8 a.m. – 5 p.m. For non-emergency health issues, an appointment with your personal physician should always be your first choice. But if your doctor isn't available and you need care at night or on the weekend, we offer these options:

Urgent Care

Before heading to the ER, think about whether your situation poses an immediate, serious threat. If not, one of our urgent care centers could be a better fit. Urgent care centers offer a more convenient, less-expensive choice for situations that require immediate medical attention, but are not life threatening.

While ER copays are typically significantly higher, the copay for urgent care visits to SJHH owned and operated facilities (indicated by a cross next to the location listing on the following page) is the same as a visit to your primary care physician. All other urgent care facilities will accept your urgent care copay - which, depending on your health plan benefit, may be higher.

Emergency Care

If you have a life-threatening emergency, call 911. If you experience an injury or condition that could endanger your health if not treated immediately, you should seek emergency care at the nearest emergency room and then notify your primary care physician as soon as possible.

Nurse Advice Line

Registered nurses are available over the phone on evenings, weekends and holidays to answer questions about you and your family's medical needs. Call our Nurse Advice Line at **800-809-3555** on **weeknights from 5 p.m. to 7 a.m.**, and **24 hours on weekends and holidays**.

Owned Urgent Care Centers



ALISO VIEJO

Hoag Health Center — Aliso Viejo **R**

Opening Summer 2015

26671 Aliso Creek Rd.
Aliso Viejo, CA 92656

FULLERTON

St. Jude Heritage Medical Group **R**

2720 N. Harbor Blvd., Suite 130
Fullerton, CA 92835
(714) 449-6230

HUNTINGTON BEACH

Hoag Health Center —
Huntington Beach **R**

19582 Beach Blvd., Suite 180
Huntington Beach, CA 92648
(714) 477-8050

IRVINE

Hoag Health Center — Woodbridge **R**

4870 Barranca Parkway
Irvine, CA 92604
(949) 791-3106

LAGUNA NIGUEL

Mission Heritage Medical Group **R**

27231 La Paz Rd., Suite A
Laguna Niguel, CA 92677
(949) 643-9111

ORANGE

St. Joseph Heritage Medical Group **R**

2501 E. Chapman Ave., Suite 101
Orange, CA 92869
(714) 628-3300

SANTA ANA

St. Joseph Heritage Medical Group **R**

2212 E. Fourth St.
Santa Ana, CA 92705
(714) 571-7700

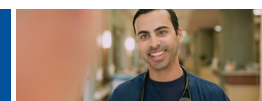
YORBA LINDA

St. Jude Heritage Medical Group **R**

4300 Rose Dr.
Yorba Linda, CA 92886
(714) 528-9911

Please contact the urgent care center directly to confirm hours of operation.

Contracted Urgent Care Centers



ALISO VIEJO

South Coast Medical Group **R**

5 Journey, Suite 130
Aliso Viejo, CA 92656
(949) 389-8969

ANAHEIM

Gateway Urgent Care Center **R**

1006 W. La Palma Ave.
Anaheim, CA 92801
(714) 778-3838

ANAHEIM HILLS

Hoag Urgent Care — Anaheim Hills **R**

5630 East Santa Ana Canyon Rd.
Suite 100
Anaheim, CA 92807
(714) 602-2400

CORONA

Mowbray P. Hagan MD Inc. **R**

482 S. Corona Mall
Corona, CA 92879
(951) 735-9100

CYPRESS

Cypress Urgent Care **R**

6876 Katella Ave.
Cypress, CA 90630
(714) 903-8900

DANA POINT

Laguna Dana Urgent Care **R**

24060 Camino Del Avion
Suite A
Dana Point, CA 92629
(949) 248-8900

HUNTINGTON BEACH

Hoag Urgent Care —
Huntington Harbour **R**

5355 Warner Ave., Suite 102
Huntington Beach, CA 92649
(714) 352-5500

IRVINE

Sand Canyon Urgent Care — Irvine **R**

15775 Laguna Canyon Rd.
Suite 100, Irvine, CA 92618
(949) 417-0272

LADERA RANCH

Ross Medical **R**

800 Corporate Dr., Suite 100
Ladera Ranch, CA 92694
(949) 364-9112

MISSION VIEJO

Kids Doc

(patients birth to 17)
27800 Medical Center Rd.
Suite 204
Mission Viejo, CA 92691
(949) 682-4750

Mission Medical Urgent Care **R**

26800 Crown Valley Parkway
Suite 150
Mission Viejo, CA 92691
(949) 276-2111

Oso Urgent Care **R**

26922 Oso Parkway, Suite 380
Mission Viejo, CA 92691
(949) 582-5430

NEWPORT BEACH

Vital Urgent Care **R**

2507 Eastbluff Drive
Newport Beach, CA 92660
(949) 200-1655

ORANGE

Hoag Urgent Care — Orange **R**

7630 East Chapman Ave.
Orange, CA 92869
(714) 602-2300

Pacific Urgent Care and
Family Medicine **R**

2115 North Tustin St.
Suite 1
Orange, CA 92865
(714) 921-3870

Sunrise Multispecialist
Urgent Care **R**

867 S. Tustin Ave.
Orange, CA 92866
(714) 771-1420

RANCHO SANTA MARGARITA

Ross Medical **R**

22032 El Paseo, Suite 130
Rancho Santa Margarita, CA 92688
(949) 589-9112

SAN JUAN CAPISTRANO

Ross Medical **R**

32312 Camino Capistrano
San Juan Capistrano, CA 92675
(949) 489-9112

San Juan Pediatrics, Inc.

32221 Camino Capistrano
Suite B103
San Juan Capistrano, CA 92675
(949) 388-9009

TUSTIN

Hoag Urgent Care — Tustin **R**

2560 Bryan Ave., Suite A
Tustin, CA 92782
(714) 389-3500

WEST COVINA

SmartClinic Urgent Care **R**

2707 E. Valley Blvd., Suite 116
West Covina, CA 91792
(626) 581-1000

Please contact the urgent care center directly to confirm hours of operation.

R Radiology on site.

St. Joseph  Hoag Health

Hoag Mission St. Joseph St. Jude

In alliance with  CHOC Children's

Additional services



Seeing a Specialist

We offer expert physicians in a wide range of medical specialties. Depending upon your insurance plan, you may need a referral from your primary care physician or authorization from your insurance plan to see a specialist. Please contact your insurance plan to find out what is required. For help in selecting a specialist, talk to your doctor or call Customer Service at **(949) 364-6000**.

Please note that our physicians and staff are not rewarded for issuing denials of coverage or care. Evidence based criteria is utilized for decision making and is available upon request. No offers for financial incentives are given that would encourage decisions resulting in underutilization.

Hospitalist Program

Should you require a hospital stay, you will be seen by a hospitalist – a physician who specializes in hospital based medicine.

Our hospitalists do not have outpatient medical practices – they are solely dedicated to caring for patients in the hospital. On-site 24 hours a day, seven days a week, the hospitalist will respond quickly to changes in your condition, order and review tests, consult with specialists and stay in close contact with you and your family.

The hospitalist and your physician are associates and will communicate regularly to ensure continuity, resulting in high quality care.

Hospitals



CHOC CHILDREN'S

1201 West La Veta Ave.
Orange, CA 92868

(714) 997-3000
www.choc.org



CHOC CHILDREN'S

27700 Medical Center Rd.
5th Floor
Mission Viejo, CA 92691

(949) 364-1400
www.choc.org



HOAG HOSPITAL IRVINE

16200 Sand Canyon Ave.
Irvine, CA 92618

(800) 400-HOAG (4624)
www.hoag.org



HOAG HOSPITAL NEWPORT BEACH

1 Hoag Drive
Newport Beach,
CA 92663

(800) 400-HOAG (4624)
www.hoag.org



HOAG ORTHOPEDIC INSTITUTE

16250 Sand Canyon Ave.
Irvine, CA 92618

(855) 999-4641
www.orthopedichospital.com



MISSION HOSPITAL

27700 Medical Center Rd.
Mission Viejo, CA 92691

(949) 364-1400
www.mission4health.com



MISSION HOSPITAL LAGUNA BEACH

31872 Coast Highway
Laguna Beach, CA 92651

(949) 499-1311
www.mission4health.com



ST. JOSEPH HOSPITAL

1100 West Stewart Drive
Orange, CA 92868

(714) 633-9111
www.sjo.org



ST. JUDE MEDICAL CENTER

101 East Valencia Mesa Drive
Fullerton, CA 92835

(714) 871-3280
www.stjudemedicalcenter.org

Health Education

As an added benefit to you and your family, we offer health education services that focus on the mind, body and spirit. These classes and support groups are designed to improve your quality of life and keep you and your family healthy.

Group and individual classes on topics such as diabetes, weight management, parenting and more are available by appointment. Talk to your doctor about what classes might benefit you. For all other general class information, call Mission Hospital's health education department **(877) 459-3627**. For Diabetes class information, call **(949) 542-8004 ext.0**. For weight management class information, call **(949) 364-3612 ext.1208**.

Advance Health Care Directives

An advance health care directive is the best way to make sure your health care wishes are known and considered if, for any reason, you are unable to speak for yourself. It also lets you name someone else to make health care decisions for you if you become unable to make these decisions.

A free, easy-to-read copy of an advance health care directive can be downloaded at **www.ih4health.org**. It is available in English, Spanish, Chinese and Vietnamese. You may also call the Caring Connection at **(800) 658-8898** or visit **www.caringinfo.org** for general information or to receive advance health care directive forms.

Patient rights and responsibilities



Mission Heritage Medical Group is committed to partnering with you in maintaining your good health.

As a patient, you have the right to:

- Exercise the following rights without regard to gender, sexual orientation or cultural, economic, educational or religious background.
- Receive information about Mission Heritage Medical Group, its services, and health care providers.
- Be treated with professionalism, respect, courtesy and dignity.
- Have all matters considered with privacy and confidentiality.
- Participate in decisions about health care and treatments, as well as receive adequate information about your diagnosis and proposed treatment plan from your health care provider.
- Engage in a candid discussion of appropriate or medically necessary treatment option for your condition, regardless of cost or benefit coverage.

- Refuse any procedure or treatment if you so desire, and be told what effect this may have on your health.
- Be informed of abnormal test results in a timely manner.
- Obtain a second opinion by another network provider.
- Have access to acute medical care 24 hours a day, and through emergency room coverage every day of the year if you have a life-threatening medical condition.
- Have the physician whom you visit focus his or her best efforts on your behalf in order to make a diagnosis and develop a proposed treatment plan based on the information available at the time of the visit.
- Receive complete information about our fees upon request.
- Voice complaints or appeals about Mission Heritage Medical Group or the care provided.
- Know that Mission Heritage Medical Group specifically does not reward practitioners or other individuals conducting utilization review for issuing denials of coverage, service or decisions that result in under-utilization.
- Submit to the provider an amendment to the medical record if upon review the patient believes any item or statement is incorrect or incomplete.
- Be represented by parents, guardians, designated family members or other conservators for those who are unable to fully participate in their treatment decisions.

As a patient, you have the responsibility to:

- Provide your health care provider with complete and accurate information.
- Follow the treatment plan agreed upon by you and your physician, and notify him/her of any significant changes in your condition.
- Recognize that your primary care physician will provide the care he or she is trained to provide prior to seeking consultation with a specialist.
- Know the benefits, limitations and exclusions of your insurance coverage.
- Pay for services rendered, including co-payments and deductibles.
- Understand that before specialty care may be obtained, you must receive a referral from your primary care physician, if required by your insurance company.
- Give adequate notice of delay or cancelation of scheduled appointments.
- Contact your primary care physician or a substitute anytime for perceived urgent medical needs or questions.
- Know how to access health care services for routine, urgent and emergency situations. An emergency is a serious condition requiring immediate intervention. An urgent condition could either lead to a potentially harmful outcome if not treated or requires immediate attention (within 24 hours) due to the severity of the symptoms. A non-urgent condition includes a limited physical exam or follow-up of acute or chronic medical or surgical conditions.
- Designate a family member(s) or other conservator(s) if you are unable to participate in treatment decisions.

New patient handbook

Connect today at missionheritage.com

