New Patient Handbook

St. Joseph Health
Mission Hospital Affiliated Physicians
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St. Joseph Health - Your Network of Care

Welcome to St. Joseph Health, Mission Hospital Affiliated Physicians. 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 now have access to a wide network of care, including more than 1,400 specialty physicians, four hospitals and multiple urgent care centers conveniently located throughout the county. Not only do we provide the most advanced treatments and technology, but our staff and physicians also work as partners with you, understanding that good health is a precious gift. Should you need to access medical care beyond your primary care physician’s office, know that all of us throughout St. Joseph Health work together to assure seamless, coordinated care with one goal in mind – getting you healthy.
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 Hospital Affiliated Physicians 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) 364-1400 ext. 7952. You can also visit us at missionhap.com.
Choosing a Physician
It’s important to find a doctor that’s right for you. At Mission Hospital Affiliated Physicians, 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) 364-1400 ext. 7952 or visit our online physician directory at missionhap.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, they 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 your doctor can try to accommodate another patient.

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.
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) 364-1400 ext. 7952 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 Hospital Affiliated Physicians accepts many HMO, Medicare HMO and POS plans. To find out if we accept your health plan, call our customer service department at (949) 364-1400 ext. 7952.

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.
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.
<table>
<thead>
<tr>
<th>Location</th>
<th>Address Details</th>
<th>Phone Numbers</th>
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</thead>
<tbody>
<tr>
<td>ALISO VIEJO</td>
<td>5 Journey, Suite 130, Aliso Viejo, CA 92656</td>
<td>(949) 389-8969</td>
</tr>
<tr>
<td>ANAHEIM</td>
<td>Gateway Urgent Care Center* 1006 W. La Palma Ave., Anaheim, CA 92801</td>
<td>(714) 778-3838</td>
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<tr>
<td>ANAHEIM HILLS</td>
<td>Hoag Urgent Care - Anaheim Hills* 5630 East Santa Ana Canyon Rd., Suite 100, Anaheim, CA 92807</td>
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<tr>
<td>CORONA</td>
<td>Mowbray P. Hagan MD Inc.* 482 S. Corona Mall, Corona, CA 92879</td>
<td>(951) 735-9100</td>
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<tr>
<td>CYPRESS</td>
<td>Cypress Urgent Care* 6876 Katella Ave., Cypress, CA 90630</td>
<td>(714) 903-8900</td>
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<tr>
<td>DANAL POINT</td>
<td>Laguna Dana Urgent Care* 24060 Camino Del Avion, Suite A, Dana Point, CA 92629</td>
<td>(949) 248-8900</td>
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<tr>
<td>FULLERTON</td>
<td>St. Jude Heritage Medical Group* 2720 N. Harbor Blvd., Suite 130, Fullerton, CA 92835</td>
<td>(714) 449-6230</td>
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<tr>
<td>HUNTINGTON BEACH</td>
<td>Hoag Urgent Care - Huntington Harbour* 5355 Warner Ave., Suite 102, Huntington Beach, CA 92649</td>
<td>(714) 352-5500</td>
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<tr>
<td>IRVINE</td>
<td>Sand Canyon Urgent Care - Irvine* 15775 Laguna Canyon Rd., Suite 100, Irvine, CA 92618</td>
<td>(949) 417-0272</td>
</tr>
<tr>
<td>LADERA RANCH</td>
<td>Ross Medical* 800 Corporate Dr., Suite 100, Ladera Ranch, CA 92694</td>
<td>(949) 364-9112</td>
</tr>
<tr>
<td>LAGUNA NIGUEL</td>
<td>Mission Heritage Medical Group* 2723 La Paz Rd., Suite A, Laguna Niguel, CA 92677</td>
<td>(949) 643-9111</td>
</tr>
<tr>
<td>MISSION VIEJO</td>
<td>Kids Doc* (patients birth to 17) 27800 Medical Center Rd., Suite 204, Mission Viejo, CA 92691</td>
<td>(949) 682-4750</td>
</tr>
<tr>
<td>MISSION VIEJO</td>
<td>Mission Medical Urgent Care* 26800 Crown Valley Parkway Suite 150, Mission Viejo, CA 92691</td>
<td>(949) 276-2111</td>
</tr>
<tr>
<td>MISSION VIEJO</td>
<td>Oso Urgent Care* 26922 Oso Parkway, Suite 380, Mission Viejo, CA 92691</td>
<td>(949) 582-5430</td>
</tr>
<tr>
<td>NEWPORT BEACH</td>
<td>Vital Urgent Care* 2507 Eastbluff Drive, Newport Beach, CA 92660 Phone: (949) 200-1655</td>
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<tr>
<td>ORANGE</td>
<td>Hoag Urgent Care - Orange* 7630 East Chapman Ave, Orange, CA 92869</td>
<td>(714) 602-2300</td>
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<tr>
<td>ORANGE</td>
<td>Pacific Urgent Care and Family Medicine 2115 North Tustin St, Orange, CA 92865</td>
<td>(714) 921-3870</td>
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<tr>
<td>ORANGE</td>
<td>St. Joseph Heritage Medical Group 2501 E. Chapman Ave, Suite 101, Orange, CA 92869</td>
<td>(714) 628-3300</td>
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<tr>
<td>ORANGE</td>
<td>Sunrise Multispecialist Urgent Care* 867 S. Tustin Ave, Orange, CA 92866</td>
<td>(714) 771-1420</td>
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<tr>
<td>RANCHO SANTA</td>
<td>Royal Medical* 22032 El Paseo, Suite 130, Rancho Santa Margarita CA 92688</td>
<td>(949) 589-9112</td>
</tr>
<tr>
<td>RANCHO SANTA</td>
<td>San Juan Capistrano* 3232 Camino Capistrano, San Juan Capistrano CA 92675</td>
<td>(949) 489-9112</td>
</tr>
<tr>
<td>RANCHO SANTA</td>
<td>San Juan Pediatrics, Inc.* 32221 Camino Capistrano Suite B103, San Juan Capistrano CA 92675</td>
<td>(949) 388-9009</td>
</tr>
<tr>
<td>SANTA ANA</td>
<td>St. Joseph Heritage Medical Group* 2212 E. Fourth St, Santa Ana, CA 92705</td>
<td>(714) 571-7700</td>
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<tr>
<td>TUSTIN</td>
<td>Hoag Urgent Care - Tustin* 2560 Bryan Ave, Suite A, Tustin, CA 92780</td>
<td>(714) 389-3500</td>
</tr>
<tr>
<td>YORBA LINDA</td>
<td>St. Jude Heritage Medical Group* 4300 Rose Dr, Yorba Linda, CA 92886</td>
<td>(714) 528-9911</td>
</tr>
<tr>
<td>WEST COVINA</td>
<td>SmartClinic Urgent Care* 2707 E. Valley Blvd., Suite 116, West Covina, CA 91792</td>
<td>(626) 581-1000</td>
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**Office hours subject to change. Please contact the Urgent Care Center directly to confirm hours of operation.**

- SJHHH owned and operated. Regular office visit copay will apply.
- Independently owned and operated. Urgent Care copay will apply.
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) 364-1400 ext. 7952.

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.

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 general class information, call Mission Hospital’s health education department at (877) 459-3627.
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.iha4health.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.
Mission Hospital Affiliated Physicians 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 Hospital Affiliated Physicians, 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 Hospital Affiliated Physicians or the care provided.
• Know that Mission Hospital Affiliated Physicians 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.
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Connect today at missionhap.org