



2011

Recognition as Patient-Centered Medical Homes has been awarded by the National Committee for Quality Assurance to UC Davis Medical Group adult and pediatric primary care practices in Auburn, Carmichael, Elk Grove, Davis, Folsom, Natomas, Rancho Cordova, Rocklin, Roseville and Sacramento.



If you have a life-threatening emergency, call 911

Welcome to your medical home

## **UC DAVIS** MEDICAL GROUP

UC Davis Family Medicine Clinic in the  
Lawrence J. Ellison Ambulatory Care Center

4860 Y St., Suite 1600  
Sacramento, CA 95817  
916-734-3630  
familymedicine.ucdavis.edu

# Guide to appointments and services at the UC Davis Family Medicine Clinic

## **UC DAVIS** MEDICAL GROUP



## Welcome to the UC Davis Family Medicine Clinic

Thank you for choosing us as your partner in health. We are committed to providing you with excellent care centered on you and your family.

### Your medical home

The UC Davis Family Medicine Clinic is pleased to be a patient-centered medical home, where our focus is to help you live a healthier life by supporting your unique needs. You will be comfortable knowing your health-care team listens to you and gets to the heart of your health goals.

Your team also helps direct care beyond primary or preventive care, including specialty care, inpatient hospitalization and home health as needed. A team of expert health-care partners assists in coordinating your appointments, diagnostic tests and more to help integrate your care with family members and any appropriate community services.

### An academic approach to health care

UC Davis is a center for learning and academics where we take great pride in educating tomorrow's health care leaders. Our dedicated and compassionate care team includes physicians, nurses, medical assistants and other support staff.

On some occasions, you may see two providers when visiting our office:

- Your primary care physician – who you will see at each appointment – is a doctor who has completed medical school and is now a resident working to become further accredited in family medicine. The UC Davis residency program is nationally recognized and develops many of the top physicians in California.
- A highly experienced faculty physician will also oversee your care, and help guide the resident physician's learning experience.

### Access to care

General appointments include physical exams, non-urgent, new-patient or return appointments.

We offer the convenience of same-day appointments and evening appointments upon request.

To help us provide timely service for all our patients, please arrive 15 minutes before your scheduled appointment to complete paperwork and registration forms. Please bring your health insurance plan card with you.

You may schedule, reschedule or cancel an appointment by calling 916-734-3630. Please call at least 24 hours before your scheduled appointment. Your advance notice will allow us to accommodate other patients in need of care.

### Connect with us electronically

MyChart® by Epic Systems Corporation is a free, convenient and confidential Web-based system that allows you to send and receive secure messages and communicate with your care team at your doctor's office. You can also request appointments, view and print test results, access educational resources in many languages and more. MyChart® is not for use in emergencies or for messages that require immediate attention. Please ask any of our clinic staff to help you get started.

### After-hours care

For health needs after hours, please call 916-734-2011 and ask to speak to the family medicine physician on call. During weekends and holidays, some non-UC Davis clinics may be able to see you for urgent care needs. To ensure continuity of care, the on-call physician will coordinate your referral to these clinics or with an external urgent care partner, when appropriate.

### Onsite services and specialties

Our family medicine clinic offers continuing, comprehensive health care, integrating biological, clinical and behavioral sciences. Our health-care teams care for patients of all ages – from newborn to elderly – treating each patient as a whole.

The Family Medicine Clinic offers primary care services in:

- Family medicine
- Family medicine with obstetrics

Onsite specialty care, laboratory, imaging and pharmacy services are conveniently located in the Lawrence J. Ellison Ambulatory Care Center and nearby UC Davis Medical Center.

### Refilling prescriptions

To refill a prescription, please submit your request online via MyChart®. You can also request a refill through your preferred pharmacy. Please call our office if you have any problems with your refill.

### Referrals to specialists

When a referral to a specialist or a diagnostic test is appropriate and supports your health-

### UC Davis Family Medicine Clinic hours

Monday – Friday, 8 a.m. to 5 p.m.

Evening appointments available upon request

To schedule an appointment during regular business hours, please call 916-734-3630 or request an appointment online via MyChart®



care plan, we refer our patients to UC Davis specialists and facilities and manage the process with you. As a patient, you will have access to specialists in 150 areas of advanced medicine and be among the first to benefit from the latest prevention techniques, treatment options and technologies when you need them.

Most specialists require a referral from a primary care physician or another specialist. It is important to note that your ability to see a UC Davis specialist may be determined by your health plan. Please refer to your health insurance plan for details.

### **Admissions to the hospital**

Should you require hospital admission, we are pleased to offer you the services of the UC Davis Medical Center – nationally recognized for excellence in quality and safety. Your primary care team will continue to manage your care before and after hospitalization. Please let us know if you visit a hospital other than UC Davis Medical Center so we can ensure continuity of your care.

### **Our commitment to you**

We are committed to delivering excellent health care and exceptional service. We provide personalized service and useful resources that support and empower your health-care decisions. We are dedicated to getting you and your family healthy – and helping you stay that way!

### **Be an active partner in your health**

We encourage you to ask questions, share your feelings, take an active part in your health care and provide feedback on how we are doing.

As your partner in health, we ask that you keep your care team regularly updated about your medical history, keep your scheduled appointments and reschedule in advance if you are unable to keep your appointment. It is important that you take all medications as directed or inform us if there is a problem with the medication. Please also inform your care team when you see health-care providers outside UC Davis or when you obtain health care on your own (such as a flu shot or eye exam).