

# A Patient's Guide to MemorialCare Medical Group

**WELCOME...**



# A Welcome From Our Chief Executive Officer, Mark Schafer, MD



## To Our New Patient:

Welcome to MemorialCare Medical Group! We are very honored you have chosen to entrust us with your healthcare needs. It is a privilege we take seriously.

## About us

MemorialCare Medical Group is a multi-specialty medical group comprised of over 245 physicians and healthcare professionals in 28 locations in Orange County and the Long Beach and Torrance areas. MemorialCare Medical Group has been providing professional, quality medical care since 1961.

## Award Winning Medical Group

Recognized year after year, MemorialCare Medical Group's awards and recognition include:

- America's Physician Groups (APG) – 4 Star Elite Status
- California's Office of the Patient Advocate – Consistent Star Performer
- Orange County Medical Association – Physicians of Excellence

## MemorialCare Medical Group Offers

- Eight Urgent Care Centers – most open 7 days a week, 365 days a year, including holidays
- Open Network – patients have the choice of seeing any primary care physician within MemorialCare Medical Group without having to first notify their health plan
- Electronic Medical Records
- Same day appointment availability
- Specially trained Care Managers to assist you with chronic medical conditions and care transitions
- Laboratory and X-ray services available at most locations
- Online secure patient portal providing greater access to your physician's office and tools to help you better manage your health

As a patient of MemorialCare Medical Group, you have access to award-winning physicians and a support team of healthcare, business and technical professionals all with the primary goal of taking care of you. Our continued pledge to quality, innovative healthcare is just part of our commitment to serving you for many years to come.

Please take a few minutes to read through the following pages. They describe many of our services and offer important information to help you become a knowledgeable and active partner in your healthcare with MemorialCare Medical Group.

Again, thank you for choosing MemorialCare Medical Group.

A handwritten signature in blue ink that reads "m Schafer".

**Mark Schafer, MD**  
**Chief Executive Officer**

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# About MemorialCare Medical Group

## OUR MISSION AND VISION

As a member of MemorialCare, our mission is to improve the health and well being of individuals, families and our communities through innovation and the pursuit of excellence.

**Our Vision:** We are the trusted choice for high value, compassionate healthcare in our communities.  
*Exceptional People. Extraordinary Care. Every Time.*

## OUR PHYSICIANS AND CLINICIANS

We are a medical group of physicians and healthcare professionals encompassing over 245 physicians and ancillary providers in 28 locations, supported by a team of over 900 clinical, technical, and administrative professionals. In addition, we contract with more than 1,500 physician specialists for times when you need more than primary care.

Our physicians are licensed by the State of California and are Board Certified or Board Eligible. As part of their licensure, they are required to complete additional hours of continuing medical education to provide you with the latest in medical knowledge. Often, our primary care physicians have developed additional areas of special interest such as women's health, preventive care or sports medicine.

Additional "**partners in care**" are offered at many MemorialCare Medical Group (MCMG) facilities and include Physician Assistants (PAs), Nurse Practitioners (NPs), Physical Therapists, Acupuncturists and Certified Nurse Midwives. They are highly trained and qualified professionals who work in conjunction with your physician and care team. Both PAs, who are under the supervision of a physician, and NPs have graduated from accredited programs and are licensed by the State. If your physician is unavailable and you prefer, you have the option to see a PA or NP as another member of your care team.



# Accessing Care



## CHOOSING YOUR PRIMARY CARE PHYSICIAN AND OPEN NETWORK

### Primary Care Providers are:

- **Family Medicine** – Caring for patients of all ages, from infants to seniors
- **Internal Medicine** – Caring for patients age 18 and older
- **Pediatric Medicine** – Caring for patients under age 18

Studies show that people who have long-term relationships with a primary care physician achieve improved health. Because our goal is to help you work toward and maintain a healthy life, we strongly encourage you to select a PCP as soon as possible to act as the center of your healthcare team. Your team may also include NPs and PAs who support and help your physician address your healthcare needs. Should your PCP be unavailable, you can always see a member of your care team.

Although we hope you find that special PCP with whom you are comfortable, if for any reason you wish to change physicians you may do so at any time. Regardless of your insurance plan type, we offer an “Open Network” to all our PCPs; something you won’t find at many other groups. If you have a HMO plan, one of the benefits of selecting MemorialCare Medical Group is you don’t have to notify your health plan and wait for the paperwork change if you wish to switch physicians. As long as you have selected a MemorialCare Medical Group PCP, you may see any of our primary care physicians including our licensed Physician Assistants and Nurse Practitioners.

## APPOINTMENTS

Our offices are generally open Monday through Friday from 8 am to 5 pm. You may schedule an appointment through our secure patient portal, **myChart**, or by calling the MemorialCare Medical Group office of the physician you have chosen and select the “Make an Appointment” option from the phone menu. If you need to cancel an appointment, we ask that you give as much notice as possible so we can offer the time to another patient. Please note, alongside making an appointment, you can also cancel, reschedule or track your appointments through **myChart**, see page 6.

**You can make, cancel, and track your appointments through myChart, see page 6.**

# Accessing Care



## MAKING THE MOST OF YOUR VISITS

Your time is valuable. To get the most out of each visit with your physician, we suggest bringing a list of questions with you to make sure you get all the answers you need while you are in the office.

As a new patient with MemorialCare Medical Group it is important for us to get to know you and your health history. If you haven't already done so, please...

- Transfer your medical records from your previous physician(s) to MemorialCare Medical Group prior to your first appointment (See Transferring Medical Records, page 12).
- Bring all of your current medications, including prescription and over-the-counter drugs, supplements, herbals, etc., to your next appointment.
- Bring a photo ID, your insurance card and any designated health plan co-pay.



## FOR OUR EXPECTING PATIENTS

MemorialCare's Women's Services is dedicated to caring for women through all stages of life, including preconception planning, reproductive and maternity. Our OB/GYNs and Certified Nurse Midwives provide personalized attention that helps expectant parents by offering more options, better care and peace of mind throughout this important life-changing experience. To find out more or make an appointment, visit [www.MemorialCare.org/OBGYN](http://www.MemorialCare.org/OBGYN).



We also offer a complimentary "Meet the Pediatrician" appointment. According to the American Academy of Pediatrics, you should bring your baby in for his/her first doctor visit within 3-5 days of coming home from the hospital. Expectant moms and dads can make a

complimentary appointment to meet with a pediatrician prior to baby's arrival. Just select a pediatrician from our physician directory or website and call the office to make your appointment.

## REFERRAL TO A SPECIALIST

When your primary care physician determines there is a need for specialty care, he/she will refer you to an appropriate specialist. If your insurance plan requires a referral authorization, your physician will initiate the process. Routine referrals normally take up to five business days to complete. You should receive your referral in the mail within 7 to 10 business days. Call the Referral Coordinator at your physician's office for any questions about your referral. Please be advised that most referrals are for an initial consultation only and further visits to the specialist will require additional authorization. Generally, patients with HMO insurance plans who see a specialist without prior authorization will be financially responsible for any incurred services. PPO and Fee For Service (FFS) patients have more flexibility and can self refer to specialists. If you would like help with recommendations, your primary care physician or our **Customer Service staff, (866) 276-3627**, can provide options. Please be aware that there are out of pocket costs depending on whether your specialist is within or outside your PPO network. We recommend you check with your insurance company in advance.

# Accessing Care

## LABORATORY AND X-RAY SERVICES

The hours of operation for laboratory and X-ray vary by location; please confirm with your physician's office. Four of our lab service locations (Fountain Valley, Irvine, Mission Viejo and San Juan Capistrano) are open at 7:30 am. As an additional convenience, you can schedule a lab appointment in advance by calling your physician's office for assistance. Our lab services also accept walk-ins.

Most routine laboratory and X-ray results take up to one week to return to your physician. Once they are received, your physician reviews the results along with your medical record. Your physician may call or message you through myChart for normal results or call you to discuss any abnormal results.

## PRESCRIPTION REFILLS

The fastest way to refill your prescription is by calling your pharmacy directly, 3-5 business days before you run out. If there are no refills remaining on your prescription, the pharmacy will call or fax the request directly to your physician's office. You may also request a refill of your prescription through myChart. Simply log into the portal, go to "messaging," find "request RX renewal" in the drop-down options and follow the directions. Please allow 2 business days for the medication renewal request through myChart to be reviewed by your doctor's office. Whether you refill through your pharmacy or myChart, please be aware that you may be required to schedule a physician visit prior to having the prescription refilled.

## HEALTH EDUCATION PROGRAMS

Whether you have diabetes, heart issues, or just need support with nutrition or weight management, our health education staff can assist you in your quest for better health. Your primary care physician will help you decide if a health education program is right for you. We offer a variety of classes and one-on-one education for chronic health issues and lifestyle modifications.



# Accessing Care



## CONNECTING WITH YOUR PHYSICIAN AND CARE TEAM

We highly encourage you to sign up for our free, online patient portal: **myChart**. This program, which gives you access to your physician's office via a secure, password-protected portal, is an easy and convenient way to manage your own health.

Through **myChart** you can:

- **Schedule or cancel your appointments**
- **Send medical questions to your physician**
- **View test results**
- **Submit prescription refill requests**
- **View a summary of your health information**

**myChart** is available online at any time. You'll generally receive a response within one working day. To get connected, simply call your physician's office or ask at your next visit. Parents can sign up to communicate online on behalf of their minor children. If you need to contact your physician by telephone, please call their office to leave a message. If your message is urgent, please indicate so. In most cases, physicians will return phone calls or send you a message through the **myChart** portal within 24 hours.

For more information visit [MemorialCare.org/MedicalGroup](http://MemorialCare.org/MedicalGroup) and click on **myChart**.

**For myChart support call (855) 219-8570.**



# Accessing Care

## HOSPITAL CARE

Should you be admitted to the hospital, your MemorialCare Medical Group PCP will work closely with our Hospitalist team. A Hospitalist is a physician (generally an internist specifically trained to care for hospitalized patients) that assists in coordinating your care needs while you're hospitalized.

**MemorialCare Medical Group is a member of the nonprofit MemorialCare, an integrated healthcare delivery system which includes the following top hospitals:**

- **MemorialCare Long Beach Medical Center**  
*U.S. News & World Report Best Hospital; American Heart Association Get with the Guidelines Gold Plus - Heart Failure and Stroke; Magnet Designation*
- **MemorialCare Miller Children's & Women's Hospital Long Beach**  
*Leapfrog Quality and Safety Survey "One of the Top Children's Hospitals in America"*
- **MemorialCare Orange Coast Medical Center – Fountain Valley**  
*U.S. News & World Report Best Hospital; Orange County Register's Best of Orange County*
- **MemorialCare Saddleback Medical Center – Laguna Hills**  
*U.S. News & World Report Best Hospital; Orange County Register's Best of Orange County; America's 50 Best Hospitals™ 2017 by Healthgrades*



## THE EMERGENCY DEPARTMENT VERSUS URGENT CARE CENTERS: CHOOSING WHERE TO GO

**When a medical issue is life-threatening, such as a heart attack, stroke, head injury, severe bleeding or other major trauma, do not take a chance. You should immediately call 911 or go directly to the nearest emergency room.**

But when the situation is non-life-threatening, **Urgent Care Centers** (see page 8 for locations) are fully equipped to handle your medical needs. Staffed by board-certified physicians and highly trained advanced health practitioners, they are able to treat a broad spectrum of illnesses and injuries while caring for patients of all ages. Should an evaluation discover further care is needed, they can stabilize the patient and facilitate a transfer to a hospital or recommend follow-up treatment with the patient's primary care physician. Additionally, Urgent Care Centers have convenient, extended hours; shorter waiting periods and are less expensive than an ER visit; and do not require an appointment.

If you need help determining where to go or what to do during regular business hours, your PCP's office is able to provide assistance.

# Urgent Care Services

## URGENT CARE CENTERS

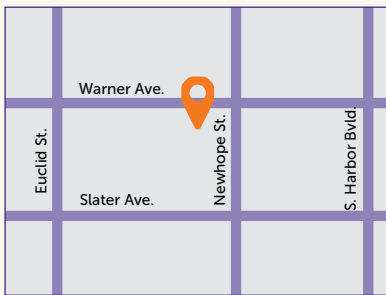
For conditions needing prompt medical attention that are not life-threatening, our Urgent Care Centers are available to care for you. Appointments are not required.

## LOCATIONS AND HOURS

Monday through Friday: 9 am-9 pm • Saturday, Sunday and Holidays: 9 am-5 pm\*

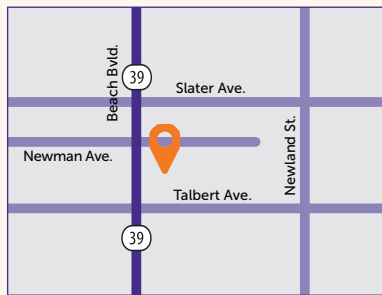
### Fountain Valley

11420 Warner Ave.  
(714) 549-1300



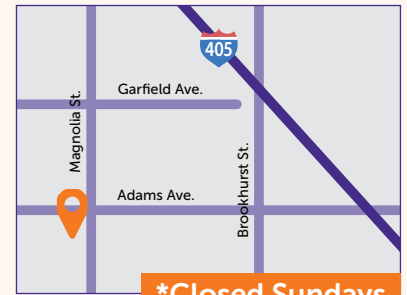
### Huntington Beach

17762 Beach Blvd., #100  
(714) 848-0080



### Huntington Beach

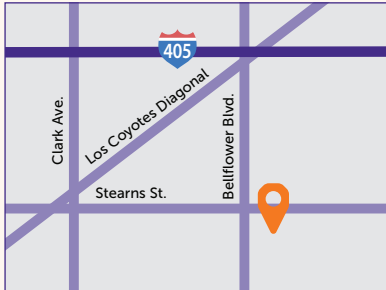
9122 Adams Ave.  
(714) 378-0900



\*Closed Sundays

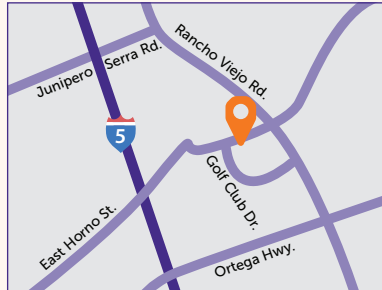
### Long Beach

2110 N. Bellflower Blvd.  
(562) 346-2222



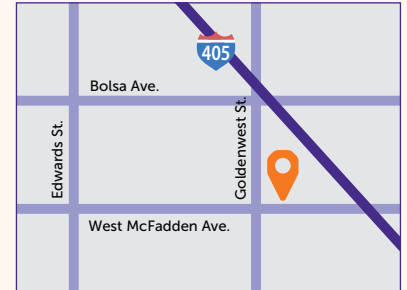
### San Juan Capistrano

31001 Rancho Viejo Rd., #200  
(949) 582-2002



### Westminster

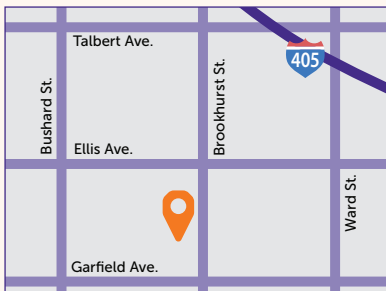
15464 Goldenwest St.  
(714) 891-9008



Monday through Friday: 8 am-8 pm • Saturday, Sunday: 8 am-5 pm

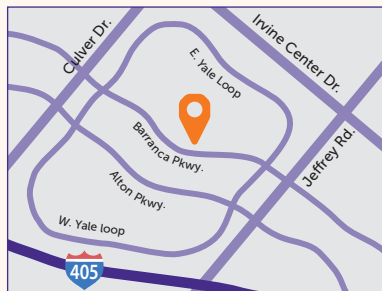
### Fountain Valley (Family Care Center)

18785 Brookhurst St., #101  
(714) 378-0042



### Irvine (Woodbridge Family Care)

4950 Barranca Pkwy., #104  
(949) 857-1248



An additional affiliated  
urgent care center

### Tustin

(UCI Health Medical Group)

1451 Irvine Boulevard  
(714) 838-8878

Monday through Friday:  
5 pm-9 pm  
Saturday, Sunday:  
9 am-5 pm

An urgent care co-pay  
applies at this location.

# Signature Services

## PHYSICIAN SPECIALISTS

MemorialCare Medical Group is pleased to offer a variety of specialists located in several of our offices. Specialties include cardiology, gastroenterology, neurology, oncology, physical medicine and rehabilitation, podiatry, pulmonology, rheumatology, and vascular medicine. Additionally, MemorialCare Medical Group contracts with over 1,500 fully credentialed specialists, covering every medical need. Patients with HMO insurance plans will need a referral to see one of our specialists. **For more information on specialists, please call (866) 276-3627.**

## ANTICOAGULATION (COUMADIN) CLINICS FOR PATIENTS ON BLOOD-THINNING MEDICATIONS

Patients taking anticoagulants (blood-thinners) are at risk for serious side effects if their medication isn't properly monitored and regulated. We've set aside special times and locations for our patients taking these medications. Just one co-pay a month covers all related visits, regardless of the number of times you need lab work or assistance in regulating your medication. These special services are run by licensed Clinical Pharmacists and licensed Nurse Practitioners who work collaboratively with your primary care physician. These services are provided at our Anaheim, Fountain Valley, Irvine, Long Beach-Spring Street, Mission Viejo-Madero Road, and San Juan Capistrano offices. Please speak to your primary care physician for more information.



# Signature Services

## MEMORIALCARE MEDICAL GROUP (MCMG) ACTIVE™ DIABETES PROGRAM

The ACTIVE™ Diabetes Program helps patients with difficult to control diabetes reach their personal health goals. Our program uses an integrated interdisciplinary care team approach, which includes your Primary Care Physician, Clinical Pharmacist, Registered Dietician, Case Manager (Social Worker), and Medical Assistant. We work collaboratively to ensure that our patients receive personal attention to help better understand:

- Diabetes - what it is and how it affects the body
- Nutritional awareness - the importance of diet and how to make better dietary choices
- Lifestyle - why it is important to exercise or be physically active

Our ACTIVE™ Diabetes Program offers one-on-one extended visits to our patients and families to help work through challenges in reaching personal health goals. Our team will work with you to help tailor your lifestyle and medication regimen based on your personal as well as health goals.



## DIGESTIVE DISEASE CENTER - GASTROENTEROLOGY

Our Digestive Disease Center cares for patients with digestive diseases and disorders such as Irritable Bowel Syndrome (IBS), Crohn's Disease, diverticulitis and more. They also perform colonoscopies to detect cancers. Patients with HMO health plans will need a referral from their PCP to see these specialists.

**For more information, call Costa Mesa (714) 557-6300 or Aliso Viejo (949) 448-0656.**

## THERAPEUTIC ACUPUNCTURE

Acupuncture is one of the oldest, most commonly used medical procedures in the world. It is a natural approach to health; a method of encouraging the body to promote and improve natural healing processes and functioning. The World Health Organization (WHO) lists approximately 150 conditions that can be legitimately treated by acupuncture, including musculoskeletal and neurological disorders and pain. Performed by a board certified acupuncturist, therapeutic acupuncture is available in our Fountain Valley office. If you're interested in acupuncture, be sure to check with your insurance plan to see if you have benefit coverage. We also take cash pay patients. **For Acupuncture services call (714) 549-1300.**

# Signature Services

## FOR OUR PATIENTS TURNING 65

Our monthly Medicare education meetings, presented by a Medicare expert, are provided to keep newly eligible and current Medicare beneficiaries up to date on Medicare and its changes.

**For lecture information visit [www.MemorialCare.org/MedicalGroup](http://www.MemorialCare.org/MedicalGroup) or call (888) 848-9355.**

## WEBSITE AND E-NEWSLETTER

Our website offers a variety of information including physician profiles, office locations, special events, opportunities for learning and more. **Find us at [www.MemorialCare.org/MedicalGroup](http://www.MemorialCare.org/MedicalGroup).**

As part of our commitment to keeping you informed on healthcare in general and the latest news at MemorialCare Medical Group, you will automatically receive our monthly newsletter via your provided email address. We hope you find it informative and forward it to anyone you think may be interested. It's free and there is no obligation. You may unsubscribe at any time.

## PATIENT AND FAMILY ADVISORY COUNCIL (PFAC)

Studies show that a culture of patient and family centered care leads to better health outcomes and greater patient satisfaction. With the creation of the Patient and Family Advisory Council, MemorialCare shows its commitment to this philosophy. Consisting of a diverse group of patients and family members who meet regularly with MCMG physicians and leaders, the group explores and advises on ways to better provide patient centered care. If you are interested in becoming a member, you must:

- Be at least 18 years of age
- Be a current patient, family member or caregiver
- Commit to serve for a two (2) year term
- Share MemorialCare's commitment to Excellence in patient-centered care
- Have a positive approach and the ability to share and see different points of view

Membership requires your completion of an application and interview process with MemorialCare's Patient Experience Department, including a health screening, TB test and a criminal background check. All of your information will be treated as confidential.

Member openings are limited so it is possible that not all applicants will be asked to serve on the PFAC. However, all applications will be kept for future consideration. For more information, visit **[www.memorialcare.org/memorialcare-medical-group/guides-tools/memorialcare-patient-and-family-advisory-council-pfac](http://www.memorialcare.org/memorialcare-medical-group/guides-tools/memorialcare-patient-and-family-advisory-council-pfac)**.



# Medical Records and Protecting Your Privacy

## TRANSFERRING MEDICAL RECORDS TO MEMORIALCARE MEDICAL GROUP

Continuity of care is an important component in caring for you. Your medical records from previous physicians should be transferred to MemorialCare Medical Group as soon as possible. If you have not already done so, please contact your previous physician's office and request your records be sent to you or directly to us. For your convenience, you can use the **Records Release form** available at [www.MemorialCare.org/MedicalGroup](http://www.MemorialCare.org/MedicalGroup). You have a right to a copy of your medical records.

**If you have questions, call our Health Information Management Department at (714) 665-1647, or inquire at your physician's office.**

## ELECTRONIC MEDICAL RECORD (EMR) SYSTEM

EMR systems enhance healthcare delivery in many ways. Through our EMR, your MemorialCare hospital and medical group records are easily accessible by whichever MemorialCare Medical Group physician you are seeing, whether you are at our Urgent Care Center Sunday afternoon or seeing your PCP on Monday morning. Our integrated systems ensure all communications are automatically entered into your personal medical record increasing accuracy and patient safety. Also, most pharmacies now accept electronically transmitted prescriptions so you no longer have to hand deliver the prescription and wait to have it filled.

## RESPECTING AND PROTECTING YOUR HEALTH INFORMATION

The Health Information Portability and Accountability Act (HIPAA) protects your health identity and information, and we take it very seriously. Our team members will be asking you to provide your name and date of birth frequently so that we ensure your safety at all times. HIPAA is all about keeping patient information and records private. As a custodian of your Protected Health Information (PHI), we are committed to protecting the privacy of such information. **For more information call our Chief Privacy Officer at (714) 377-3218.**



# Insurance and Payment



## ACO, HMO, PPO, AND POS

- **Accountable Care Organizations (ACOs)** are made up of participating doctors, medical groups, hospitals, and other healthcare professionals who work together to deliver high-quality, coordinated care to the patients they serve. These programs are designed to provide comprehensive, coordinated medical care to participating insurance offerings through an ACO partnership with MemorialCare Medical Group and extensive physician networks also participating in the ACO.
- **Health Maintenance Organizations (HMOs)** coordinate your care through a network of physicians and hospitals. HMO members choose a primary care physician (PCP) who provides coordination of care working closely with hospitals, specialists and other care providers.
- **Preferred Provider Organizations (PPOs)** are groups of doctors who provide medical services at discounted rates through a network. PPO plans have a broader network of medical providers, which gives plan members more flexibility in choosing physicians. These plans have in-network benefits and out-of-network benefits. If you choose a provider within the PPO network, you will pay less for your medical services than for those provided by an out-of-network provider. PPO plans do not require you to select a PCP.
- **POS (Point-of-Service)** plans are, in general, higher premium HMO plans that give you the option to stay in the network or go outside. You will still choose a primary care physician but please be aware that any services or follow-up care requested or recommended by a physician outside of the MemorialCare Medical Group network will not automatically be approved by your PCP. To receive the highest level of benefits for all tests and treatments, you will need to see a MemorialCare Medical Group network physician.

Sometimes people confuse MemorialCare Medical Group with their insurance plan or think we are a Health Maintenance Organization (HMO). **We are not an insurance plan or HMO. However, we do contract with and accept most major health plans, including HMOs, PPOs, POS, original Medicare, Medicare Advantage and supplemental plans, Tricare, and others.**

It is customary to pay for healthcare services at the time service is rendered. We accept cash, personal checks and most major credit cards. If you do not have health insurance coverage, we offer a significant cash pay discount.

# Providing Quality Care

## PREVENTIVE CARE

MemorialCare Medical Group strongly believes in the old adage: “An ounce of prevention is worth a pound of cure.” Accordingly, you will receive reminders of when it is time for your annual physicals, disease management rechecks, preventive and/or age-appropriate screenings, immunizations, etc. We want you to be a part of your healthcare team by taking an active approach to your healthcare and staying healthy.

## QUALITY IMPROVEMENT PROGRAM

We also believe in continuous quality improvement. For this reason, we not only send out our own satisfaction surveys from time to time, but we also participate in outside objective, review programs such as The Office of the Patient Advocate for the State of California ([OPA.ca.gov](http://OPA.ca.gov)), Integrated Healthcare Association ([IHA.org](http://IHA.org)), and America’s Physician Groups ([APG.org](http://APG.org)).



## UTILIZATION MANAGEMENT

MemorialCare Medical Group physicians and healthcare professionals make utilization management decisions based on the appropriateness of care, services, and existence of coverage for patients’ medical needs. MemorialCare Medical Group’s compensation system is designed to reward physicians for their personal hard work and the quality of services they provide. We do not reward any individual for denying coverage or service, nor do we use financial incentives to encourage inappropriate utilization.

We have staff available eight hours a day during normal business hours to answer your questions regarding our utilization management process, the criteria we use when making our decision, or any questions you may have regarding a referral. Please call your primary care physician’s office and ask to speak with one of the Referral Coordinators.



# Patient Rights

## AS A PATIENT AT MEMORIALCARE MEDICAL GROUP YOU HAVE THE RIGHT TO:

- 1.** Receive care without regard to race, ethnicity, national origin, religion, sex, age, mental or physical disability or medical conditions, sexual orientation, claims experience, medical history, evidence of insurability, genetic information, or source of payment.
- 2.** Be treated in a manner respectful to your personal privacy and dignity.
- 3.** Receive assistance in a prompt, courteous and responsible manner.
- 4.** Receive a list of participating providers.
- 5.** Select a primary care physician (PCP) or change your PCP, if necessary.
- 6.** Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians who will see you.
- 7.** Be informed by your treating provider of your diagnosis, prognosis and treatment options in terms you understand, and regardless of cost or benefit coverage.
- 8.** Participate in decisions regarding your medical care, be advised by your treating provider of the possible consequences of your decisions, and refuse treatment.
- 9.** Have no restrictions placed on any provider that precludes discussing appropriate treatment options with you. Utilization Management (UM) decisions are based on the appropriateness of care and service required for each patient's individual needs. We neither compensate nor give incentives to physicians, UM staff or clinic personnel for the denial of service or care. Requests for coverage of services are reviewed to determine that the service is a covered benefit under the terms of your health plan and that the service delivered is consistent with established guidelines. In the event a request for coverage is denied, the member, or a provider acting on behalf of the member, may appeal this decision through the grievance process and, depending on the specific circumstances, to an external utilization review organization, which uses independent physician reviewers, a governmental agency or the plan sponsor.
- 10.** Be advised if a physician proposes to engage in or perform human experimentation affecting your care or treatment and you have the right to refuse to participate in such research projects.

*Continued on next page >*

# Patient Rights

- 11.** Be referred, according to your needs, to a provider suitable to care for your condition.
- 12.** Be assured of confidential handling of all communication and medical information as provided by law and professional medical ethics.
- 13.** Express concerns about quality of care issues. You also have the right to receive a response in a timely manner and initiate the grievance procedure through your health plan if you are not satisfied with our resolution of your complaint.
- 14.** Receive information about the clinic, its services, practitioners and providers, and patient rights and responsibilities.
- 15.** Make recommendations regarding these patient rights.
- 16.** Request a chaperone during your visit.



# Patient Responsibility

## AS A PATIENT OF MEMORIALCARE MEDICAL GROUP YOU HAVE A RESPONSIBILITY TO:

- 1.** Supply accurate and complete information (to the extent possible) regarding current medical complaints, past medical history and other matters relating to your health that the organization and our practitioners need in order to provide care.
- 2.** Understand your health problems and participate in developing mutually agreed upon treatment goals to the degree possible.
- 3.** Follow all reasonable and proper advice and instructions regarding care, activities and treatment given by your physician or other care provider.
- 4.** Discuss with your physician any area of the treatment plan you are unable to follow and to reach an agreement on how to handle the situation.
- 5.** Be accountable for your actions should you refuse treatment or not follow the physician's instructions.
- 6.** Inform the physician or staff if any information given to you is unclear or if further explanation is needed.
- 7.** Be on time for your appointments and notify the office as far in advance as possible if you must cancel or reschedule.
- 8.** Be considerate of the rights of other patients and of the office staff.
  - Out of respect for the privacy of others, no video or photography is allowed.
  - Only trained Service Animals are allowed. (Therapy Animals are not allowed.)

*MemorialCare adheres to the Americans with Disabilities Act (ADA) and allows people with disabilities to bring their Service Animals into all areas where the public is normally allowed to go. The Americans with Disabilities Act (ADA) definition of service animal is a dog that has been specially trained to provide assistance to an individual with a disability. Therapy dogs or animals are not considered "service animals" under state and federal law, and service dog fraud is a crime in California. If you have a service dog they must be harnessed, leashed, or tethered unless the device interferes with the service animal's work or the individual's disability prevents using these devices.*
- 9.** Meet the financial obligations for any payment, co-payment or co-insurance associated with services received while under the care of any MemorialCare Medical Group in-house physician/service, or any contracted physician/service as designated in your health plan contract.
- 10.** Review and understand the information regarding your benefits, covered services, exclusions, limitations, deductibles, co-payments, and any rules you need to follow as stated in your Evidence of Coverage as provided by your health plan.
- 11.** Inform the office any time there is a change in your personal information such as address, phone number, insurance coverage, etc.

## Our Primary Care Locations

### Aliso Viejo

15 Mareblu St., #100  
(949) 448-0656

(In summer 2018, this Aliso Viejo office will move to the Village at Nellie Gail Ranch, 26538 Moulton Pkwy., Laguna Hills.)

### Anaheim

100 S. Anaheim Blvd., #101  
(714) 826-1200

### Costa Mesa

722 Baker St.  
(714) 557-6300

### Dana Point

34052 La Plaza, #105  
(949) 240-2555

### Fountain Valley

11420 Warner Ave.\*  
(714) 549-1300

18035 Brookhurst St.,  
#2100  
(657) 241-9090

### Huntington Beach

9122 Adams Ave.\*  
(714) 378-0900

17762 Beach Blvd., #220\*  
(714) 848-0080

### Irvine

4050 Barranca Pkwy., #200  
(949) 551-1090

### Long Beach

2110 N. Bellflower Blvd.\*  
(562) 346-2222

3828 Schaufele Ave., #200  
(657) 241-8990

450 Spring St., #1  
(562) 933-0050

### Mission Viejo

23512 Madero Rd.  
(949) 583-1600

### Rancho Mission Viejo

Sendero Marketplace  
30707 Gateway Place, #A-2  
(657) 241-8436

### Rancho Santa Margarita

29472 Ave. de Las Banderas  
(949) 459-9968

### San Clemente

1300 Ave. Vista Hermosa,  
#250  
(949) 542-7700

675 Camino de Los Mares,  
#200  
(949) 542-8865

### San Juan Capistrano

31001 Rancho Viejo Rd.,  
#200\*  
(949) 661-9600

### Santa Ana

1212 W. 17th St.  
(714) 954-0432

### Torrance

22719 Hawthorne Blvd.  
(657) 241-8640

### Westminster

15464 Goldenwest St.\*  
(714) 891-9008

\* Urgent Care Available

## Connect With Us



Exceptional people.  
Extraordinary care.  
Every time.