



Welcome to Community Health Systems, Inc. - Fallbrook Family Health Center

Thank you for selecting us as your healthcare provider!

Hours of Operation:

Monday: 8:30am – 5:30pm, Tuesday - Friday 8:00am – 5:00pm (Closed for Lunch: 12pm – 1pm)

Closed Saturday & Sunday

Getting the most out of your visit at Fallbrook Family Health Center

To make an appointment:

- Please call (760) 451-4720
- If you need a form completed, please ask one of our knowledgeable staff members for assistance. Generally, forms are completed within 3 business days.
- Our front office staff will help coordinate the transition of your personal health record(s) from your former medical provider(s) to your new medical home at the Fallbrook Family Health Center after you have authorized us to with a medical records release form. If you already have your medical records with you, please make sure to bring them to your appointment.

Scheduling an appointment following an Emergency Room visit or Hospital stay:

- If the emergency room or hospital recommended you see your Primary Care Provider for follow-up care, please call us for an appointment as soon as possible after you are discharged. Please inform the staff that you are coming in for an emergency room/hospital discharge follow-up visit. If you were given records, x-rays and/or test results, please bring them with you at the time of your visit.

After hours care:

- If you have a non-life-threatening medical urgency or concern after our hours of operation, please contact our office at (760) 451-4720.
- **PLEASE CALL 911 IN THE EVENT OF AN EMERGENCY.**

Keys to a successful check in process:

- **Established patients** please check in **10 minutes** prior to your appointment time.
- **New patients** or patients who have a scheduled **physical exam** please check in **30 minutes prior** to your appointment time.
- Be prepared to verify your address, phone number and your pharmacy of choice for prescriptions at every visit.
- Please bring your insurance card(s)
- Please be prepared to pay any co-pays or deductibles.
- Please provide an emergency contact.

Keys to a successful office visit:

Please bring with you:

- A written list of questions you want to remember to ask your Primary Care Provider.
- Immunization card (vaccine card—yellow card).
- All of the medications (or a list) that you are currently taking.
- Blood sugar log book if you have diabetes.
- Blood pressure logs if you have hypertension (high blood pressure).
- Inform your healthcare provider at the time of your visit if you need an excuse note for work or school.
- We also recommend you always keep a copy of your medical records and/or forms.





Getting the most out of your visit at Fallbrook Family Health Center

Behavioral Health Services:

- The Behavioral Health department provides for the ongoing care of patients where Primary Care Providers and patients receive timely access.
- Our on-site Behavioral Health staff focus on the treatment of the population we serve.
- Their goal is to help the Primary Care Provider and patient to develop practical knowledge and skills to improve physical and emotional health.

Schedule an Appointment for our Comprehensive Health Services:

- Dental Services: General Dentistry for Children and Adults, Exam and X-Ray Cleanings, Sealants and Fluoride Treatments
- Optometry/Vision Services: Eye exams, Diabetic Comprehensive eye exam, Optical Dispensary for glasses
- Pediatric services and Teen Wellness: Newborn and Well Baby Care, Well Child Physicals, Sports Physicals, Immunizations
- Women's Health Care: Comprehensive women's care including Pap smears, breast exams and mammography referrals, Family planning, Pregnancy testing, Acute and Chronic Gynecological Problems

Payment resources:

If you do not have medical insurance and cannot afford to pay for your medical care, there are resources in San Diego County to assist you:

- Every Woman Counts (EWC)
- Family Planning (FPACT)
- Disabled adults: Medi-Cal **(866) 262-9881**
- Children under 19: Medi-Cal **(866) 262-9881**
- **Sliding Fee Discount Program (SFS):** Payment is based on family size and income
- **Payment Plan:** If you are unable to pay a payment plan may be arranged.

Pharmacy Tips:

- To refill prescriptions, call your pharmacy **3-5 days** before you run out of medication. If you do not have refills, please contact our office for a medication refill request at least **one week** before running out of medication.
- Talk to your Primary Care Provider or Pharmacist before you stop taking any medications.
- CHSI Providers are not able to prescribe controlled substances at your initial visit without current or previous medical records.

Specialty Referrals:

There are times when our Primary Care Providers are not able to give you the level of care you require. When this happens, we refer you to a specialist (for example a Cardiologist for your heart).



1328 S. Mission Road, Fallbrook, CA 92028
www.chsica.org



Fallbrook Family Health Center is your Patient Center Medical Home

Your Patient Centered Medical Home

“Patient Centered” is a way of saying that you are the most important person at CHSI – Fallbrook Family Health Center, and that you are at the center of your health care. Our practice is concerned with and coordinates the whole person care for you, which includes behavioral health, dental care, optometry and other specialty care services that you might require.

A “medical home” is where your healthcare begins. At CHSI – Fallbrook Family Health Center, you join a team of healthcare professionals that are committed to providing care that produces the best result for you.

Your care team will give you the tools and the support you need to help you take an active role in your health and Fallbrook Family Health Center professionals are committed to providing access to evidence-based care, patient/family education and self-management support.

Your Care Team Consists of the Following Healthcare Professionals

A Physician, Nurse Practitioner or Physician Assistant; a Registered Nurse and Medical Assistant; and a Patient Service Representative.

The main responsibility of your care team is to work for YOU. Rest assured that YOUR care team reviews your care and progress. They coordinate your care under the leadership and expertise of your Primary Care Provider.

They are responsible for your ongoing care and for providing for all your healthcare needs. Their overall goal is to help you improve your health and they are dedicated to explaining why certain procedures are recommended and answering your questions.

How Your Medical Home Can Help You

Know your team, your care team will help you manage your total healthcare and they will help answer any questions you may have.

Work with Other Medical Experts if Needed

If you need to see a specialist, your team can keep in touch with the specialist to make sure you get the care you need.

What You Can Do:

Be an Active Team Player

- Talk with your team about your health questions. Share the successes and the challenges you’ve had with health care in the past
- Tell a team member about any recent hospitalizations or visits you have made to the ER. It’s also important to list all the prescribed or over-the-counter medications you are currently taking.
- Tell your team how you feel about the care you are getting from them.
- Make sure to tell your other providers or healthcare facilities your personal clinician’s information when seeking care outside of CHSI

Take Care of Your Health

- Follow the healthcare plan you and your team have worked out. Make sure you understand how to follow the plan.
- Set goals you can reach. Once you begin to see results, you and your team can discuss adding new goals

Talk Openly With Your Team

- If you are having trouble sticking with your care plan, tell your team about it.
- If you feel your care plan is not working, speak up. Tell your team what is not working so together you can make changes if needed.