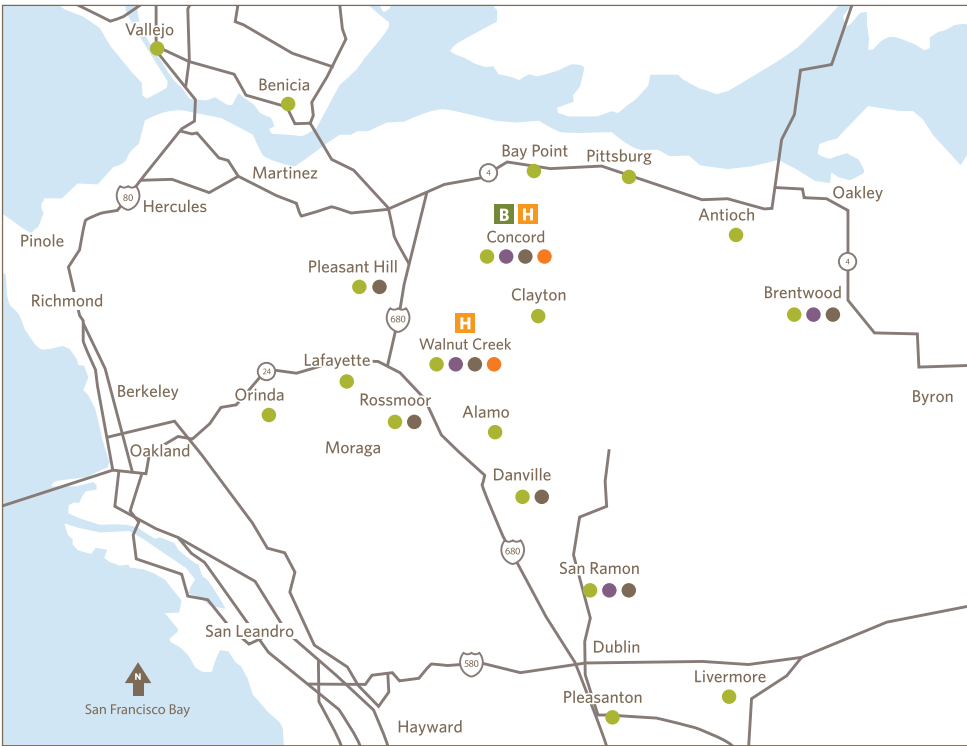


New Patient Information Guide



H John Muir Health Hospitals

John Muir Medical Center
Walnut Creek
Concord

B John Muir Behavioral Health Center

Concord

● Physician Offices

● Urgent Care Centers

● Other Outpatient Service Locations

● Emergency Services



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At John Muir Health, we don't just see you as a patient, we see you as a partner. We hope that the following information will help you navigate through your transition from your previous health care provider. However, if you have questions we haven't answered here please call our Customer Service team at (925) 952-2887, option 1. We look forward to working with you!

Getting Started

At John Muir Health, you can choose the primary care doctor who is right for you. We have over 280 primary care doctors spread throughout Contra Costa County and parts of Alameda and Solano Counties. It's easy to find one that is convenient for you and your family.

There are two ways to find your doctor:

1. At johnmuirhealth.com/findadoctor you can find detailed information about our doctors including:

- Photos of our doctors
- Videos where you can learn more about their practices
- Search for a doctor by name, gender, specialty, location, or even languages spoken

Once you've found the doctor you're interested in, simply call his or her office to find out if he or she is taking new patients. Please have your health insurance card handy, as we will usually ask you what health plan you have and whether it is an HMO or PPO.

2. Our Customer Service team can help you select a doctor. Just call (925) 952-2887, option 1, where we can:

- Help guide you to find the doctor who is right for you
- Tell you which doctors are accepting new patients

In general, most HMO plans require that you choose a doctor and most PPO plans do not. Please contact your health plan to find out if they will assign you a doctor if you don't choose one. John Muir Health will not assign a doctor to you.

Your previous healthcare provider may have assigned you an ID number. At John Muir Health we do not assign ID numbers; you will simply need to give your doctor your personal contact information (name, date of birth, address, etc.) as well as a copy of your insurance card provided by your health plan and your doctor will maintain your medical records under this information.



Scheduling Your First Appointment

Once you've selected your doctor, just call his or her office to schedule your first appointment. Some of our doctors like to schedule an initial meeting so they can get to know you better before seeing you for specific needs and others prefer to start the relationship with an appointment covering a specific need. Discuss this with your doctor's office when you call.

Our doctors are committed to making sure that you are seen in a timely manner. If we can't fit you in on the day you request, we will offer you an appointment with another doctor in the practice if this is allowed by your health plan, or refer you to one of our four Urgent Care Centers located in Brentwood, Concord, San Ramon and Walnut Creek. Please contact your health plan for details regarding seeing doctors other than the one you've selected.

Our doctors are committed to making sure that you are seen in a timely manner.

Transferring Medical Records

If you would like your medical records transferred from your previous doctor's office to your new doctor's office, you will need to sign a records release form to allow your previous doctor's office to share your records with us. You can download this form on our website at johnmuirhealth.com/forms, or ask your new or previous doctor's office for it. You'll then send the form to your previous doctor's office to request your records. Your records will then be sent directly to your new doctor's office. Please note that some doctors and medical groups charge patients a fee to send your new doctor a copy of your records. If you have any questions about these charges, please contact your previous doctor's office.

If you have questions about what medical records are needed or why they are needed, please ask your new doctor's office or contact our Customer Service team at (925) 952-2887, option 1.

Preferred Language

Many of our doctors speak multiple languages, and you can search for a doctor who speaks a particular language at johnmuirhealth.com/findadoctor. When you call to make an appointment, please let us know what language is your preferred language for discussing your medical care. Some of our practices have Spanish-speaking staff members who are qualified interpreters. In those practices that do not have a qualified interpreter on staff, or for languages other than Spanish, your health plan will provide an interpreter for you. Please contact your health plan for more information on this service.

Preparing for Your First Appointment

Here are some tips to help you prepare for your first appointment at John Muir Health:

1. Most of our routine appointments last about 15 minutes.

It's a good idea to come to your appointment prepared with a list of issues you'd like to discuss. Many of our patients find that it's helpful to put this list in priority order, as you may need another appointment in order to cover everything on your list.

2. Bring your insurance card.

3. Be prepared to pay a co-payment if this is required by your health plan. If you're not sure if your health plan requires a co-payment or how much the co-payment will be, please call them before your appointment. It's also a good idea to call your health plan prior to your appointment if you have any questions about which services are covered by your health plan. Please note that you will be responsible for payment for any services not covered by your health plan.

4. Bring a list of medications you take, including information about the strength of the medication and how often you take it, or bring your medication with you. Please include any over the counter medications, vitamins, or herbal remedies. For your child's first visit to a new pediatrician, we recommend that you bring your child's immunization records.

Online Communication

Many of our doctor's offices have online capabilities.

You can:

- Email your doctor
- Obtain some test results
- Request prescription refills

You can search for which doctors have online capabilities at johnmuirhealth.com/findadoctor. You can then sign up to access our online system at your first appointment.

Advice Nurses

Our pediatric practices have advice nurses available during normal business hours, Monday through Friday; simply call your pediatrician's office to speak to an advice nurse. For advice on adult health care questions, most health plans have advice nurses available. Please contact your health plan for details.

Urgent Care

We know that injuries and illness don't always happen weekdays between nine and five. That's why we have four Urgent Care Centers open seven days a week, including holidays, where we treat children and adults for urgent, non-life threatening injuries and illnesses such as:

- Mild to moderate abdominal pain
- Rashes
- Minor cuts
- Cough and fever

Urgent Care Hours and Locations

Monday through Friday | 9:00 a.m. – 9:00 p.m.

Weekends | 9:00 a.m. – 5:00 p.m.

Holidays | 9:00 a.m. – 3:00 p.m.

Brentwood | 2400 Balfour Road, Suite 120
T. 925.308.8111

Concord | 2700 Grant St., Suite 110
T. 925.674.2500

San Ramon | 2305 Camino Ramon, Suite 100 | at Bishop Ranch 11
T. 925.866.8050

Walnut Creek | 1455 Montego Way, Suite 205
T. 925.939.4444

While we accept walk-in appointments, we recommend that you call ahead to be seen faster. For more information about our Urgent Care Centers, please visit johnmuirhealth.com/urgentcare.

If you experience a life-threatening emergency at any time, please call 911 or go directly to the nearest hospital emergency room.



Prescriptions

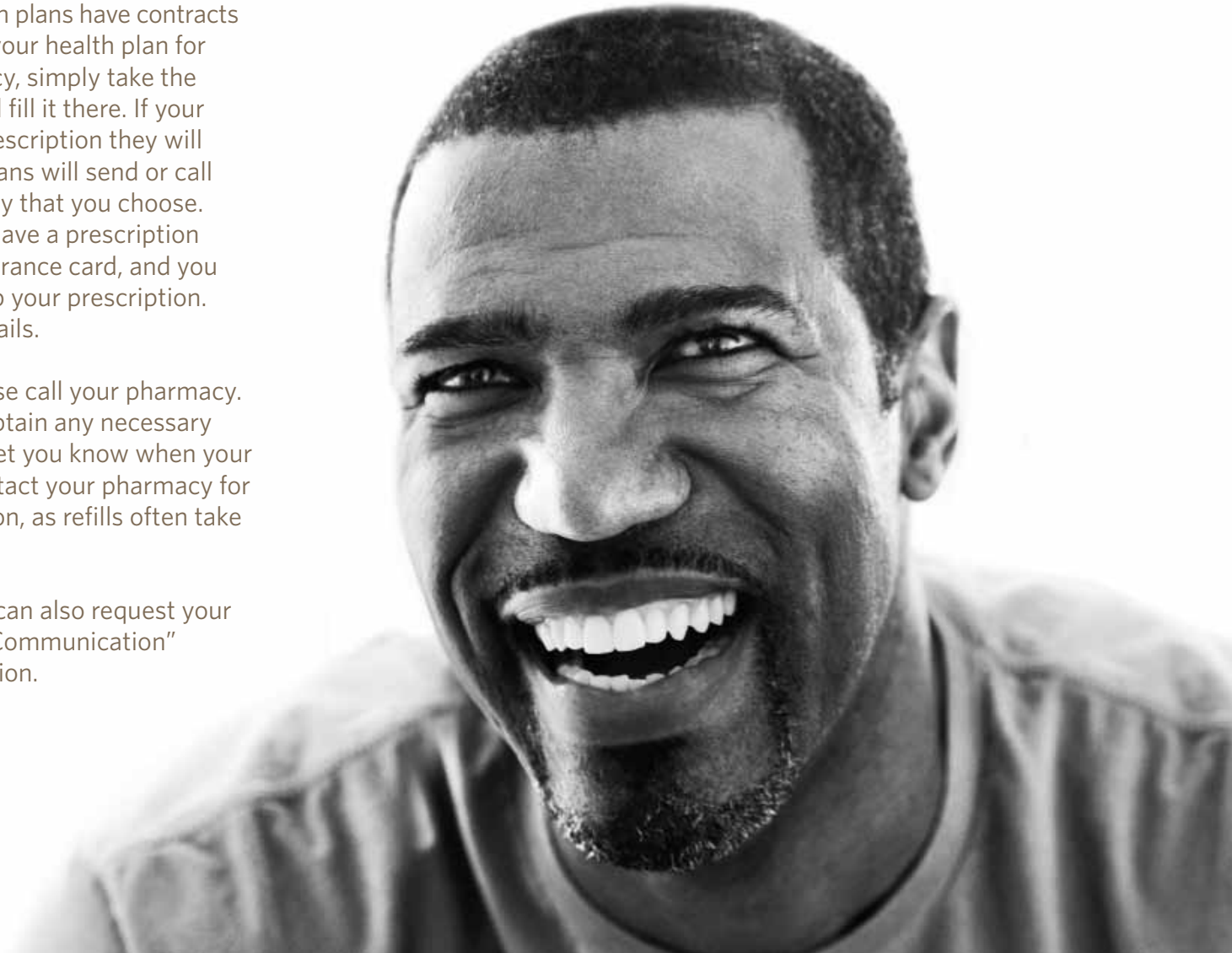
Depending on your health plan, you may be able to fill your prescriptions at any pharmacy you choose. Some examples include Costco, CVS, or Target. Some health plans have contracts with specific pharmacies; please contact your health plan for details. Once you've chosen your pharmacy, simply take the prescription to the pharmacy and they will fill it there. If your pharmacy has any questions about the prescription they will contact your doctor's office. Some physicians will send or call in the prescription directly to the pharmacy that you choose. Depending on your health plan, you may have a prescription card that is different from your health insurance card, and you may need to use this card when picking up your prescription. Please check with your health plan for details.

To obtain a refill of your prescription, please call your pharmacy. They will contact your doctor's office to obtain any necessary information, and they will contact you to let you know when your prescription is ready. It's important to contact your pharmacy for refills before you run out of your medication, as refills often take a few days to process after your call.

If your doctor has online capabilities, you can also request your prescription refill online. See the "Online Communication" section of this brochure for more information.

Lab Services

Many health plans allow you to go to any lab you choose. There are many labs conveniently located close to our doctors' offices throughout Contra Costa county and parts of Solano and Alameda counties. There are also labs located in our two medical centers in Walnut Creek and Concord. Your doctor will give you a lab slip, and you can then take this to whichever lab is most convenient for you.



Referrals to Specialists

Sometimes your doctor may need to refer you to a specialist doctor, hospital, or other medical service for treatment.

Depending on your health plan, you may need a formal referral or authorization. Please contact your health plan to determine if you will need a formal referral or authorization in order to see specialists.

If you don't need a formal referral, you can simply call the specialist's office directly to make an appointment. If you do need a formal referral, your primary care doctor will provide you with a referral form and request authorization. A referral is not the same thing as an authorization. If your health plan requires an authorization, you will need to wait for confirmation that your health plan has approved the referral. Please allow 7-10 days for your health plan to process the request for authorization. Please note that if a referral requires prior authorization, the referral may be denied or redirected elsewhere by your health plan.

The following tips can help your referral go more smoothly:

1. Please allow 2-3 days for the referral request to be processed. If your health plan requires an authorization, please allow 7-10 days for the health plan to process the request. This time is often needed to verify your health plan's requirements for referral or authorization to other physicians or services.
2. In most cases, your primary care doctor's office will call you to let you know when your referral or authorization has been confirmed, and what the next steps are in order to get your appointment scheduled. With some health plans, you may also receive a letter providing you with the information. Please confirm this process with your primary care doctor's office.

At John Muir Health,
we don't just see you as
a patient, we see you as
a partner. We listen. We
explain. And we work
together. So if you have
any questions, please
don't hesitate to ask!

Billing

You will be responsible for paying a portion of your doctor visits. Depending on your health plan, this may be a co-payment paid at each visit, or a bill that you receive after your visits to the doctor. Please contact your health plan for details on how your portion of the payment is handled. Your doctor's office can also help explain the payment process to you, so please ask!

If you have the type of plan that allows doctors to bill you directly, after your visits to the doctor you will receive bills that show you:

- the total cost of the services and/or procedures performed
- the amount your insurance was billed
- the amount for which you are responsible

Please note that one visit may include multiple charges on your bill. This is simply because different portions of your visit are given different billing codes. Your health plan determines the amount for which you are responsible. If you have any questions about your bill, please call the phone number listed on your bill. Depending on your health plan, you may also receive an "Explanation of Benefits" from your health plan. This is not a bill. If you have any questions about the "Explanation of Benefits" please contact your health plan.

For hospital visits or other outpatient procedures, you may receive multiple bills for different portions of the same event. For example, the doctor who treated you may send you a bill and the hospital may also send you a bill. This is because the physician portion of your care and the office portion (nurses, technicians and medical supplies) must be billed separately.

Questions?

We want to make sure that you always know how to get the best care from all of us at John Muir Health. So if you have any questions that we haven't answered here, you can always call our Customer Service team at (925) 952-2887, option 1. We look forward to hearing from you!