

A Guide to Patient Services



Cedars-Sinai Health Associates



CEDARS-SINAI HEALTH ASSOCIATES



Welcome

Welcome to Cedars-Sinai Health Associates. We appreciate the trust you have placed in us by joining our dedicated network of independent-practice physicians located throughout the Los Angeles area. Our primary goal in serving you is to meet the nationally-renowned Cedars-Sinai standards of excellence in providing quality medical care and service responsive to your needs.

Choice, Access and Ease of Referrals

At Cedars-Sinai Health Associates, we work closely with your health plan to offer you a choice of doctors, ease of referrals and access to the services you need.

- ✓ **Choice:** To meet your unique health care needs, you can choose from our expansive network of primary care physicians, specialists and sub-specialists.
- ✓ **Referrals:** Should you and your physician agree that a specific consultation is necessary, most referrals can be authorized immediately.
- ✓ **Access:** We hold our doctors to a high standard in terms of appointment availability. When needed, you also have a convenient, quality alternative through our urgent care, which provides extended hours seven days a week.



Your Cedars-Sinai Healthcare Experience

When you join Cedars-Sinai Health Associates, you benefit from being part of an integrated system that includes your doctor and a number of other health care professionals working collaboratively to optimize your health.

Our Cedars-Sinai Health Associates team is committed to working in partnership with you to reach your wellness goals, coordinate your specialty care and provide the comprehensive medical care you need.

Your relationship with Cedars-Sinai Health Associates offers many opportunities to meet your unique health care needs:

- A comprehensive *disease management program* to help you prevent and/or control any chronic diseases you may have.
- *Coordinated case management*, with our team of nurses and social workers available to be your advocate and help you navigate the healthcare system should you need assistance.
- *Quick turnaround* for all diagnostic testing results through our online system
- *Convenient access* to our urgent care, with extended hours available seven days a week
- *In-hospital physician specialists and case managers* to care for you daily and interact with your primary physician should you need to be admitted to Cedars-Sinai Medical Center
- *A focus on quality and satisfaction*, with annual public reporting of clinical outcomes and patient satisfaction scores

You benefit from being part of an integrated Cedars-Sinai system.

Disease Management and Wellness Programs

Members of your Cedars-Sinai Health Associates team will not only address health issues you bring to them, but will also reach out to you, offering preventative services as well as personal support in managing any chronic diseases.

Our dedicated staff of clinical pharmacists, nurse practitioners, certified diabetes educators and registered dietitians work closely with your physician to provide comprehensive programs that meet your needs. These programs are designed to help you function at the highest level possible and remain in control of your health through extensive education, medication management and close monitoring of your progress. To learn if the program(s) you are interested in are covered benefits, please contact our Disease Management Department directly at (310) 385-3534, option 3.

Programs available to you:

- Anticoagulation Services
- Asthma Management
- Cardiovascular Risk Reduction
- Case Management
- Diabetes Education and Management
- Hepatitis C Management
- Injection Center
- Multiple Medication Management
- Nutritional Counseling
- Smoking Cessation Program
- Travel Consultation & Immunization Services



Enhancing Your Cedars-Sinai Health Associates Experience

Speaking with Your Doctor

When you leave a message for your physician, he or she will make every effort to return your call as soon as possible. You can expect a call-back either between the doctor's appointments or before the end of the day. Please be sure to leave unblocked telephone numbers where you can be reached throughout the day.

Please let the office staff know if your medical condition requires immediate attention so your physician can assist you quickly. If you have a complicated matter to discuss with your doctor, please schedule an office visit.

Prescription Refills

If you need a prescription refill, you will be served most quickly if your pharmacy calls your physician's office or sends a fax. That is standard procedure for many pharmacies.

When possible, contact your doctor's office week-days during normal business hours for prescription refills. Please provide the staff with your name, dosage and number of tablets (or duration) of your prescription. Plan for up to two work days for your refills to be authorized and filled by the pharmacy.

If you are taking a medication for a chronic condition, your physician will provide the maximum duration of medication as dictated by good medical practice and your insurance company's policies. That duration may vary from 30 days to one year.

Test Results

The time needed to receive lab test results varies depending on the test. During your visit, please ask your doctor how and when you will receive your results.

Our primary hospital is the nationally-renowned Cedars-Sinai Medical Center.

Appointments

Please help us make your experience and that of other patients seamless and positive.

- Arrive 15 minutes before your scheduled appointment time.
- Call your doctor's office if you think you will be late. Although every effort will be made to accommodate you, in some cases it may be necessary to reschedule your appointment.
- Contact your doctor 24 hours before your appointment if you need to cancel.
- Bring a list of your current medications, including dosage, to every office visit.

Insurance

Cedars-Sinai Health Associates accepts most HMO health insurance plans. Please check with the doctor's office directly to see which other types of plans he or she may accept. Bring your insurance card and co-payment (if required) to every office visit.

Your Hospital Care at Cedars-Sinai Medical Center

Cedars-Sinai Health Associates is affiliated with the nationally-renowned Cedars-Sinai Medical Center as our primary hospital. If you need to be hospitalized, our hospitalists will oversee your care during your stay there.

Hospitalists are internal medicine doctors who focus exclusively on caring for patients in the hospital. Because they don't have office practices and work out of the hospital, they are always close at hand when you need them, regardless of the time of night or day. Most importantly, these physicians consult daily with your doctor to ensure continuity in your care.



**Cedars-Sinai Health Associates
offers you convenient access to
quality urgent care services.**

Immediate Medical Attention

Cedars-Sinai Health Associates offers you convenient access to quality urgent care services for adults and children. Should you require medical attention, please contact your primary care physician first. If he or she is unable to accommodate you, you may be referred to Cedars-Sinai Health Associate's urgent care.

Our urgent care team includes internal medicine specialists, pediatricians, physician assistants and others who will help you with medical issues such as severe colds and flu or related symptoms, sprains, ear infections, urinary tract infections and much more.

If your condition is life threatening, with a sudden onset of severe pain, bleeding, or chest pains, you may need to call 911. If you call your physician, he or she may advise you to go directly to the emergency room at Cedars-Sinai Medical Center where your care will be coordinated within the Cedars-Sinai Health Associates network.

Should you require care outside Cedars-Sinai Health Associates' service area or at another emergency room, please obtain copies of all tests and contact your physician as soon as possible to determine the best course of follow-up care. We are your partner in good health and our goal is to achieve continuity in your care.



Your Primary Care Physician

Your Cedars-Sinai Health Associates primary care doctor is trained to care for a wide range of health concerns and be your partner in decision making. As a specialist in internal medicine, or pediatrics for your children, he or she has the unique expertise to handle most of your diagnostic and treatment needs and to determine what testing is appropriate. Your personal physician will support you with your disease prevention and disease management needs as well.

Referral to a Specialist

If you have a health issue, your primary care doctor will work with you to assess your individual situation and determine if and when it may be time for referral to a more specialized physician or service within the network.

Cedar-Sinai Health Associates is part of the integrated Cedars-Sinai Health System. Our goal is to make your medical care seamless between your primary care doctor and any specialists or specialized services. Your medical history will be communicated to your specialist, and your doctors will work in partnership to provide comprehensive, quality medical care.

Under normal circumstances, please allow seven to 10 business days for the referral process to be completed. If your primary care physician believes the referral is urgent, you will receive authorization within 72 hours.

Decisions to approve or deny referral requests are based only on the appropriateness of the care or service being requested and the existence of coverage for that service. None of our physicians or staff members are encouraged or rewarded, financially or otherwise, for issuing denials.

**Our goal is to make your
medical care seamless
between your primary care
doctor and any specialists.**



Renowned Quality Care

Cedars-Sinai Health Associates is part of the nationally-renowned Cedars-Sinai Health System and shares their quest for excellence in all that we do. The Health System's quality is measured in high patient satisfaction scores, continuous clinical performance initiatives, excellent medical outcomes, ongoing research and academic programs, and national designations and awards.

Responsive Customer Service

Providing the highest standards of care requires ongoing assessment of our services. Please call our Voice of the Customer Program with any questions, concerns or comments. Our Patient Services representatives are available from 8:30 a.m. to 5:30 p.m., Monday through Friday. They are also happy to provide further information about Cedars-Sinai Health Associates or to help with referral to one of our physician members.

Visit our Web site to learn more about Cedars-Sinai Health Associates, our doctors and services, and to get office locations, telephone numbers and business hours.

(800) 773-2742

www.Cedars-SinaiHealthAssociates.org



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