



Information and Documents

For New and Returning Patients.

Appointment Line Information:

For Medical and Behavioral Health appointments: (530) 621-7700

Dental appointments (Only in Cameron Park) (530) 497-5016

Pharmacy information (Only in Cameron Park) (530) 556-2007

After Hours (All Sites) (530) 621-7700

Our Office Hours and Locations:

Office name	Location	Monday - Friday	Saturday
Placerville	4212 Missouri Flat Road	8:00 am to 6:00 pm	9:00 am - 1:00 pm
Cameron Park Medical & Dental	3100 Ponte Morino Dr., Cameron Park, CA 95682	Medical 8:00 am to 8:00 pm Dental 8:00 am to 5:00 pm	9:00 am – 1:00 pm Dental: Call for appointment availability
Cameron Park Medical, STEPS & Pharmacy	3104 Ponte Morino Dr., Cameron Park, CA 95682	Medical 8:00 am to 6:00 pm STEPS 8:00 am to 6:00 pm Pharmacy 9:00 am to 5:30 pm	Closed



Welcome to El Dorado Community Health Centers (EDCHC)

We provide primary health care with an emphasis on family practice, behavioral health, and general practice dentistry. All care and services are structured around the patient using a team-based model. The staff is focused on making EDCHC your primary medical and dental home.

Comprehensive primary health care services we offer include:

- Preventative Care
- Immunizations
- Well-Baby/Child Visits
- Woman's Health
- Sports Physicals
- Chronic Disease Management
- Acute Care/ Minor Injuries and Illness

Integrated Behavioral Health care for children and adults including:

- Counseling
- Behavior Modification Therapy
- Addiction Medicine

Family Dentistry services include:

- Dental Exams
- X-Rays
- Cleanings
- Fillings
- Fluoride Treatments
- Therapeutic Restoration

Our comprehensive health care also includes:

- Discounted Pharmacy Program
- Podiatry
- Specialty referral management
- In-house Pharmacy
- Assistance with Covered California and Medi-Cal enrollment
- Bilingual and bicultural staff
- Health Advocates bilingual in English/Spanish
- Health Coaching and Patient Education
- Telemedicine Visits with your provider
- Immediate Care
- Access information, make appointments or speak to a provider online via Patient Portal

Appointment Line & Information:

Medical (Primary Care), Behavioral Health, or
Podiatry: (530) 621-7700
Dental appointments: (530) 497-5016
Pharmacy: (530) 556-2007

How to view your medical records and make payments:

The Patient portal is available at no charge, the portal is a two-way messaging system allowing you to contact our office electronically to communicate with your primary care team at your convenience. However, there is no obligation to use the Patient Portal, we will remain available to you by phone during and after office hours. Utilizing the Patient Portal allows you to bypass voicemails and telephone extension options, you communicate with us at your convenience, 24/7, from any internet or mobile device. It's easy! Your medical team sign you up.



Medical Tel: (530) 621-7700
Fax: (530) 621-7713
Dental Tel: (530) 497-5016
Fax: (530) 622-8908

Dear Patient,

At El Dorado Community Health Centers we are here to provide you with high quality health services delivered by experienced health care providers, including family physicians, nurse practitioners, physician assistants, psychologists, licensed clinical social workers, dentists and pharmacists. We are privileged you have chosen us as your new medical home and we will provide you with quality primary health care for many years to come. Our patients come from many areas, including those transferring from primary care providers in and out of our area. At times, patients ask us to continue a specific medical treatment regimen initiated by a previous medical provider. At EDCHC we find that it may be necessary to modify an existing medication or treatment plan based on our findings, the status of your current health condition, and the most up to date medical recommendations.

Examples of typical issues that come up include medications regimens for:

- Blood Pressure
- Diabetes
- Pain
- Anxiety

On your initial visit, your medical provider will review previous treatments and medications with you. Your medical provider will choose the next course of treatment which may include new medications, discontinuing previous medications and new treatment options. Your medical provider will explain his/her decision based on your current health condition and the most appropriate and up to date medical information available. Treatment plans and/or prescribed medications may or may not match previous care but rest assured that our priority is making sure we provide you with the best health care possible.

Respectfully,

The Medical Director and Provider Staff.



Medical Tel: (530) 621-7700
Fax: (530) 621-7713
Dental Tel: (530) 497-5016
Fax: (530) 622-8908

Dear Community Health Centers patients and family members of Community Health Centers patients:

As a nation and local community, we are suffering from an opioid epidemic that is taking thousands of lives each year. The U.S. Surgeon General states: "Since 1999, opioid overdose deaths have quadrupled and opioid prescriptions have increased markedly - almost enough for every adult in America to have a bottle of pills." Unfortunately, the number of overdose deaths continue to rise each year.

At the Community Health Centers we are committed to doing our part to help turn this rising opioid epidemic crisis around. We have chosen to adopt the Centers for Disease Control and Prevention (CDC) opioid prescribing guideline and reaffirm our oath to "first do no harm."

Specific measures taken to fight this health crisis include:

Prevent the use of benzodiazepines (e.g., Xanax, Valium, Klonopin) or other sedating medications (Ambien, Soma) while prescribing opioid pain medications as this increases risk of overdose death.

No prescribed pain medication in doses greater than 90mg of morphine equivalents per day or over 120 pills opioids/month. This includes the total of all opioids you are prescribed.

If you are prescribed opioid pain medications and benzodiazepines/sedating medications or you exceed dosage recommended by the CDC, your primary care provider will work with you to taper down and/or off medications that jeopardize your safety. We understand change can be difficult but the safety of our patients is of utmost importance. We will work with you to find alternative, safer methods to assist with managing pain, sleep, and anxiety.

If you feel that you, a friend, or family member is suffering from an opioid use disorder, we offer a Medication Assisted Treatment (MAT) program that uses buprenorphine (Suboxone) to safely and effectively treat this condition. Please talk to your primary care provider if you are interested in more information regarding this program.

What is an opioid use disorder?

Symptoms of opioid use disorders include:

- Strong desire for opioids.
- Inability to control or reduce use.
- Continued use despite interference with major obligations or social functioning.
- Use of larger amounts over time.
- Spending a great deal of time and money to obtain and use opioids.
- Presence of withdrawal symptoms after stopping or reducing use, such as negative mood, nausea or vomiting, muscle aches, diarrhea, fever, or insomnia.

We appreciate your understanding and compliance with our policy.

EDCHC Prescription Refill Policy for all Types of Medications

If you need a prescription refill, please call your pharmacy and have them electronically send us a refill request. Due to the high number of medication refills we receive daily, EDCHC **requires three (3) business days** (72 hours) to process any refill requests.

- **If you have reached the maximum amount of refills on your prescription, the pharmacy will request an additional refill on your behalf and you do not need to call the health center directly.**
- **You will be notified if this refill can be processed or if you need to schedule an appointment with your provider prior to refilling your medication.**
- **Refill requests are not processed on holidays, weekends or after 5pm daily.**
- **Antibiotics will not be refilled without a follow-up visit with your provider.**

To check on the status of your medication refill, please contact your pharmacy. Our providers review these requests frequently during the day. They do their best to process hundreds of refills every week as quickly as possible for your convenience. Please keep in mind, calling the health center for refill requests does not expedite the process and you will not receive your refill any quicker. Your pharmacy and medical teams work together to provide you the best care possible.

EDCHC Immunization Policy for Children

We would like to inform all parents and guardians of our pediatric patients at El Dorado Community Health Centers that our staff follows the standards and guidelines for a medical practice regarding our Children's Immunization Policy. We recommend all pediatric patients be immunized to protect them against dangerous and life threatening diseases. Additionally, this also protects our more vulnerable members of the population against the transmission of these preventable diseases. Therefore, beginning in 2003, the health center has chosen to not provide primary health care to children not immunized. We hold to community and public health standards regarding the importance of receiving childhood immunizations.

We respect the decision of parents or guardians electing to not immunize their children and if you choose to not immunize your child, please consider alternative medical providers or health centers to provide pediatric care.

If you need further information or a clarification of this policy, please make an appointment for your child with a health care provider to discuss all aspects of immunization recommendations. Additional information can be found at, www.cdc.gov and www.who.int which are websites referring to the Centers of Disease Control and the World Health Organization, respectively.

Thank you for your understanding.



IMPROVED HEALTH THROUGH SELF-MANAGEMENT GOAL SETTING AND TEAM WORK.

We are your medical home. It is our commitment to provide you with support needed to address your health care concerns and personal goals. We encourage your active participation in your health care.

Everyone has his/her own unique approach to staying healthy. We need to know what we can do to help you achieve your personal health goals. Your Medical Assistant will ask you questions regarding your self-management goals.

Common Self-Management Goals Might include setting a plan to address the following:

- I want to get to a healthy weight with a proper diet and exercise plan.
- I want to learn more about my disease, the medications I take and available treatment plans
- I smoke and want to stop.
- I may be using too much alcohol and/or non-prescription drugs. I want to stop.
- I am experiencing anxiety, depression and have a lot of stress.
- I have chronic pain and I cannot get control of it. I want to learn some alternatives to help with pain management.
- I want to get my eyes examined.
- I would like to see a dentist.
- I would like to be current with my immunizations. I do not know what I need.
- Or other health-related goal: _____

Understanding your Treatment Plan and Identifying Barriers to success:

Your medical team wants to make sure you understand your medical treatment plan, we can help you identify any barriers that prevent you from reaching your treatment goals.

- Do you understand your diagnosis and the treatment plan provided to you?
- Do you know what medications you are taking and what they are for?
- Do you know how and when to take your medications?
- Are you aware of the side effects of your medications?
- If you are no longer taking your medications for whatever reason, tell your medical assistant and provider.
- Are you having trouble following the treatment plan provided to you? If so, why?
- If you have identified any barriers, please discuss them with you provider. We may be able to help you overcome them.

We are *your* medical team. We are here to help with your self-management goals and medical treatment plan.





EDCHC IS A PATIENT CENTERED MEDICAL HOME (PCMH)

What is PCMH?

THE MEDICAL HOME ENCOMPASSES FIVE FUNCTIONS AND ATTRIBUTES:

1. Comprehensive Care

Patient centered medical home is accountable for meeting the large majority of each patient's physical and mental health care needs, including prevention and wellness, acute care, and chronic care. Providing comprehensive care requires a team of care providers. This team might include physicians, advanced practice nurses, physician assistants, nurses, pharmacists, nutritionists, social workers, educators, and care coordinators. Although some medical home practices may bring together large and diverse teams of care providers to meet the needs of their patients, many others, including smaller practices, will build virtual teams linking themselves and their patients to providers and services in their communities.

2. Patient-Centered

Patient centered medical home provides health care that is relationship-based with an orientation toward the whole person. Partnering with patients and their families requires understanding and respecting each patient's unique needs, culture, values, and preferences. The medical home practice actively supports patients in learning to manage and organize their own care at the level the patient chooses. Recognizing that patients and families are core members of the care team, medical home practices ensure that they are fully informed partners in establishing care plans.

3. Coordinated Care

Patient centered medical home coordinates care across all elements of the broader health care system, including specialty care, hospitals, home health care, and community services and supports. Such coordination is particularly critical during transitions between sites of care, such as when patients are being discharged from the hospital. Medical home practices also excel at building clear and open communication among patients and families, the medical home, and members of the broader care team.

4. Accessible Services

Patient centered medical home delivers accessible services with shorter waiting times for urgent needs, enhanced in-person hours, around-the-clock telephone or electronic access to a member of the care team, and alternative methods of communication such as email and telephone care. The medical home practice is responsive to patients' preferences regarding access.

5. Quality and Safety

Patient centered medical home demonstrates a commitment to quality and quality improvement by ongoing engagement in activities such as using evidence-based medicine and clinical decision-support tools to guide shared decision making with patients and families, engaging in performance measurement and improvement, measuring and responding to patient experiences and patient satisfaction, and practicing population health management. Sharing robust quality and safety data and improvement activities publicly is also an important marker of a system-level commitment to quality.

For more information visit: <https://pcmh.ahrq.gov/page/defining-pcmh>

Defined by US Department of Health & Human Services Agency for Healthcare Research and Quality



Our Mission:

**“Improving the Health of our Community through Quality
Healing and Preventive Services”**