

Important Numbers

To request refills from the
SFGH pharmacy
206-4540

To talk to a doctor about urgent medical
problems when the clinic is closed
206-5252

In an emergency, call **911**

Your doctor or nurse practitioner:

Name _____

Voicemail _____

Your team _____

Your medical record# _____

For an appointment
with your team, call _____

The date of your appointment is _____

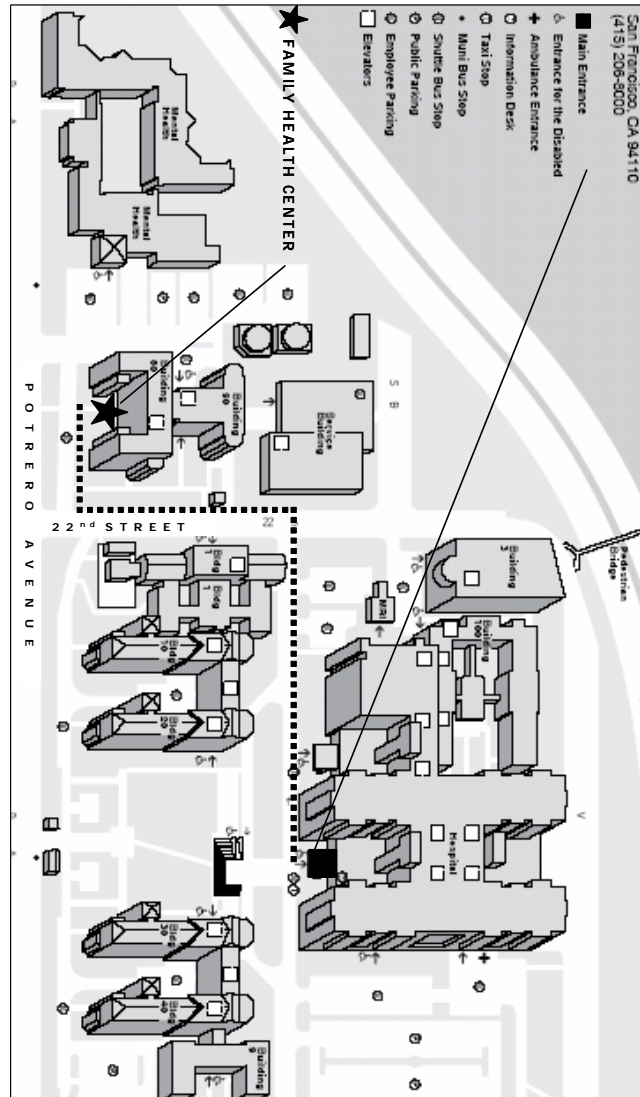
with _____

on the _____ Team.



Family Health Center
995 Potrero Avenue, Buildings 80 & 90
San Francisco, CA 94110
415/206-5252

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San Francisco General Hospital

Family Health Center



We Care for
You and Your Family

995 Potrero Avenue
Buildings 80 and 90

1st Floor Blue Team 206-5680
Red Team 206-5681
Orange Team (Acute Care)

5th Floor Green Team 206-5344
Gold Team 206-6530

Information: 415/206-5252



Answers to Frequently Asked Questions

What is a Family Practitioner?

A family practitioner, sometimes called a "Primary Care Provider," is a doctor or nurse practitioner who specializes in the health of people of all ages, looking at the "whole person" and the family. Everyone in your family can see the same family practitioner. Family Physicians and Family Nurse Practitioners take care of babies, children of all ages, adults, pregnant women during their pregnancies, and older men and women.

How do I make an appointment?

- Call the number for your team (listed on the front of this brochure or 206-5252).
- Have the name of your doctor or nurse practitioner, your team color, and your medical record number—the long number starting with "0" next to your birth date on your plastic card.
- You may also make an appointment in person with the clerk on your team. The clerk may need to mail your appointment date and time to you, so please give us your current phone number and address when you register.
- An appointment reminder card will arrive in the mail one to four weeks before your appointment.
- If you do not have a phone or a place to get mail, you may need to call the clerk to get an appointment.

What if I can't come to my appointment?

Please call the clinic at 206-5252 as soon as possible to cancel your appointment and to reschedule it for another time.

How do I reach my doctor or nurse practitioner?

The best way to talk with your provider is to make an appointment. However, you may leave a message for your provider by calling the number listed under his or her name on the white FHC card. Messages will be answered within one week. *Do not leave urgent messages for your provider.*

How do I see a specialist?

Talk with your regular provider first. He or she may be able to take care of the problem without a referral. If you and your provider agree that you need to see a specialist, a referral will be made.

What if I need to see a doctor right away?

Orange Team (acute care) is for children and adults who need to be seen for urgent medical problems. It is on the first floor of the Family Health Center (Building 80) and is open Monday through Friday between 8:30am and 5:00pm. If your child has a doctor or nurse practitioner at the FHC, **do not** go to the SFGH Children's Health Center if the FHC Acute Care Clinic is open. Please call 206-5252 for an urgent appointment at the Family Health Center.

What if I have an urgent problem and the Acute Care Clinic is closed?

Call 206-5252 to reach a doctor 24 hours a day, including holidays. The doctor on call will help you decide what to do. The doctor may be able to help you over the phone with advice or by calling in a prescription or may suggest that you go to the SFGH Urgent Care Clinic.

If you have a medical emergency—a medical problem that could lead to death, serious illness, or loss of a body part if not taken care of right away—*please go to the SFGH Emergency Department or call 911.* If you are not sure whether you should go to the emergency room, call the doctor at 206-5252 for advice. Doctors on call speak English and Spanish.

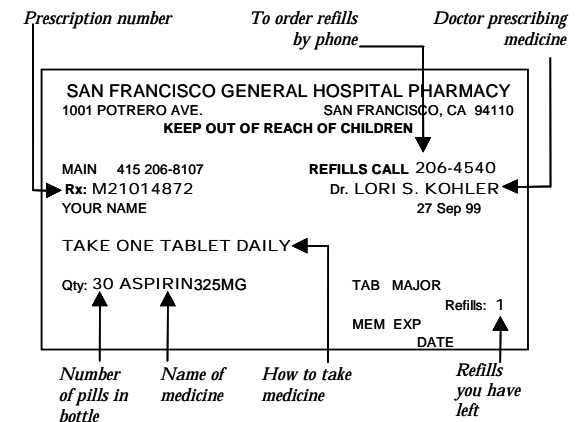
What if I have a form that my doctor or nurse practitioner needs to fill out?

If you have a form that needs to be filled out, please try to plan ahead. You may bring the form into clinic and leave it with the clerk on your team. Your provider will fill it out within 10 working days.

I am going to run out of my medicine.

What should I do?

It is best to let your doctor or nurse practitioner know if you are going to run out of medicine during your regular visits. Check the label of your box or bottle of medicine to see if you have refills. If your provider is not available and you have no refills remaining, please call 206-5252 for an appointment at the Refill Clinic *before* you run out of medicine. The Refill Clinic is open on Tuesday afternoons and Wednesday mornings. You may also leave a message for your doctor or nurse practitioner asking him or her to call a refill prescription to your pharmacy.



Other Questions?

Please ask! We will be happy to answer your questions.