



MEMBER HANDBOOK



NORTH EAST
MEDICAL SERVICES

東北醫療中心

a californiah⁺health⁺.center

IMPORTANT INFORMATION ABOUT MY NEMS MEMBERSHIP

My NEMS ID Number is: _____

My NEMS Membership/Sliding Fee Program must be renewed annually before this date (MM/DD): _____

My NEMS Primary Care Provider is: _____

My Preferred NEMS Clinic Location is: _____

My Current Insurance Program or Special Program is: _____

My Insurance/Special Program must be renewed annually before this date (MM/DD): _____

Notes: _____

※ North East Medical Services (NEMS) is a licensed community clinic organization, Health Center Program grantee under 42 U.S.C. § 254b, and a deemed Public Health Service employee under 42 U.S.C. §§ 233(g)-(n).

TABLE OF CONTENTS

SECTION 1 AN INTRODUCTION TO NEMS	1
Member Services	2
Insurances and Programs Accepted	2
How to Join NEMS	3
Sliding Fee Discount	4
Your NEMS Card (Yellow Card)	5
Interpreter Services	6
SECTION 2 APPOINTMENTS	
Making Appointments	7
No Show Policy	8
SECTION 3 YOUR NEMS VISIT	9
SECTION 4 MEDICAL SERVICES	
Primary Care Services	10
Specialty Care Services	11
Hospital Care	12
After-Hours and Emergency Care	12
SECTION 5 DENTAL SERVICES	13
SECTION 6 OPTOMETRY SERVICES	14
SECTION 7 BEHAVIORAL HEALTH SERVICES	15
SECTION 8 PHARMACY SERVICES	16
SECTION 9 LABORATORY SERVICES	17
SECTION 10 RADIOLOGY SERVICES	18
SECTION 11 HEALTH PROMOTION SERVICES	
Health Education	19
Nutrition	20
Social Services	20
SECTION 12 NEMS PACE - PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY	21

SECTION 13 NEMS PHYSICAL THERAPY & REHABILITATION CENTER	22
SECTION 14 HEALTH INFORMATION SERVICES	
Accessing Your Medical Records	23
Privacy Standards	24
SECTION 15 NEMS FINANCIAL POLICY	
If You Have Health Insurance	25
Services Not Covered by Your Health Insurance	25
If You Do Not Have Health Insurance	26
Accidents or Work Related Injuries	26
Charges for Provider Visits	26
Charges for Other NEMS Services	27
Charges for Services Not Provided at NEMS	27
Financial Assistance	27
SECTION 16 SUGGESTIONS AND GRIEVANCES	28
SECTION 17 PATIENT RIGHTS & RESPONSIBILITIES	29
SECTION 18 CLINIC INFORMATION & MAPS	
San Francisco Chinatown - 1520 Stockton Clinic	34
San Francisco Chinatown - 728 Pacific Clinic	35
San Francisco Tenderloin - 650 Polk Clinic	36
San Francisco Portola - 2574 San Bruno Clinic	37
San Francisco Portola - 2633 San Bruno Clinic	38
San Francisco Visitacion Valley - 82 Leland Clinic	39
San Francisco Sunset - 1400 Noriega Clinic	40
San Francisco Sunset - 1450 Noriega Clinic	41
San Francisco Sunset - 3431 Taraval Clinic	42
San Francisco Sunset - 2308 Taraval Clinic	43
San Francisco Richmond - 1033 Clement Clinic	44
San Francisco Ingleside - 1443 Ocean Clinic	45
Daly City - 211 Eastmoor Clinic	46
San Jose - 1870 Lundy Clinic	47
NON-DISCRIMINATION DISCLOSURE	48
LANGUAGE ASSISTANCE SERVICES	49

SECTION 1

AN INTRODUCTION TO NEMS

Welcome to North East Medical Services (NEMS). Please take the time to read this handbook. It has been prepared to help you take advantage of all the health care services that NEMS has to offer.



NORTH EAST
MEDICAL SERVICES

東 北 醫 療 中 心

a california *health+* center

NEMS is a private, non-profit community health center that was established in 1968. As an outpatient clinic, NEMS provides comprehensive, multilingual, culturally sensitive health care services, which are accessible and affordable to everyone.

NEMS provides access to services regardless of a person's ability to pay. It is your responsibility, however, to pay for services provided to you at NEMS and which are not covered by your health insurance plan or special programs.

Our clinics are conveniently located throughout the San Francisco Bay Area. Please refer to the back of this handbook for a list of NEMS clinic locations.

As a NEMS patient you have access to a group of multilingual health care professionals providing primary and specialty medical, dental, optometry, pharmacy, lab, radiology, ancillary, preventive, and health promotion services.

Please note that NEMS is not a hospital and does not provide inpatient or emergency services.

FOR LIFE-THREATENING EMERGENCIES
(Heart Attack, Seizure, Can't Breathe, Unconscious, etc.)
CALL 9-1-1 IMMEDIATELY

Member Services

The Member Services Department is here to answer any questions you may have. We will assist you in patient registration, membership renewals, and enrollment into specially-funded health programs if you meet the eligibility requirements. We can also enroll you into Medi-Cal, health insurance through the Covered California health benefit exchange, Medi-Cal Access Program (MCAP), SF Healthy Kids Program, Healthy San Francisco (for San Francisco residents only), Primary Access Program (for Santa Clara residents only), or CalFresh Programs. We also provide renewal assistance for all the programs listed above.

The Member Services staff will also assist you in selecting a primary care provider (PCP). A PCP may be an Internist, Family Practitioner, Pediatrician, Physician's Assistant or Nurse Practitioner. This provider will manage all your health care needs and refer you to specialty care if necessary. Member Services staff can also assist with selecting a Dentist, Dental Hygienist, Obstetricians and/or Gynecologist.

Insurances and Programs Accepted

NEMS accepts many forms of health and dental insurance plans or health programs, including but not limited to:

- Medicare
- Medi-Cal (Medicaid)
- Healthy Kids
- Private Insurances, including Covered California plans (e.g., Blue Cross, Blue Shield, Health Net, Oscar, etc.)
- Healthy San Francisco
- Delta Dental
- Guardian Dental

Old Medi-Cal Card



New Medi-Cal Card



Old Medicare Card



New Medicare Card



- Family PACT
- Every Woman Counts
- CHDP
- Presumptive Eligibility for Pregnant Women

The Member Services Staff can help you enroll into certain public health insurances and programs. If you have private insurance, it is your responsibility to determine whether NEMS services will be covered under your insurance. **For a complete list of current programs accepted, please contact the Member Services Department.**

How to Join NEMS

Before you can take advantage of all the health services NEMS has to offer, please contact the Member Services Department at (415) 391-9686 ext. 8160 or (650) 550-3923 ext. 8160 or (408) 573-9686 ext. 8160 to schedule a registration appointment.



Photo by AAPCHO

Joining NEMS is FREE.

At the time of registration, please bring the following documents:

- Proof of address (e.g., water bill, gas/electricity bill, phone bill)
- Photo ID (e.g., driver's license, California ID card, passport, Permanent Resident card/green card, other school/government-issued ID card)
- Health insurance information (e.g., private insurance, Medi-Cal, Medicare)
- Social security number (optional)
- Emergency contact person's name and phone number

Sliding Fee Discount

NEMS provides access to services regardless of a person's ability to pay. You do not need to have health insurance in order to join NEMS. You will be responsible to pay for all services not covered by your insurance company or health program.

For persons without insurance, whose insurance does not cover certain services provided at NEMS, or who have high insurance co-pays, you may be eligible for sliding fee discounts if you meet federal income guidelines. Eligibility is based on income and family size. You must re-enroll in the program each year.

To determine your sliding fee discount level, you must provide proof of income. If you choose not to bring proof, you will be charged the full cost for services.

ALL income documents that exist for any member of the applicant's household must be provided, including:

- Current pay stub
- Current federal tax return
- Signed statement from employer
- Bank statement / bank book (showing direct deposit)
- Unemployment benefits statement
- Worker's compensation statement
- Copy of award or benefit letter from the government (e.g. Employment Development Department, Social Security Administration, etc.)

Note: A parent or legal guardian must accompany adolescents under 18 years of age, unless confidential services are requested.

To make a registration appointment or for additional information, please call the Member Services Department at (415) 391-9686 ext. 8160 or (650) 550-3923 ext. 8160 or (408) 573-9686 ext. 8160.

Your NEMS ID Card (Yellow Card) and Patient Photo

Every individual who enrolls as a NEMS patient will be issued a NEMS ID / yellow card. This card is the key for easy access to our health care services. It contains your medical record ID number and other important information.



You will also be asked to take a photo for your NEMS ID card. The photo will be stored securely in your electronic health record, and will not be shared with anyone outside of NEMS. Properly identifying patients is the first step in safety and security in any health care system. Improper identification can result in treatment errors and wrong-person procedures, as well as privacy violations, billing errors, insurance fraud, and even identity fraud. Patient photos are for your protection and will assist staff and providers in identifying you before, during and after your clinic visits.

Please remember to:

- Always carry your NEMS ID/yellow card, a photo ID, and all health insurance cards with you.
- Have your NEMS Card on hand when calling NEMS by phone.
- Report a lost card to the Member Services Department.
- Report any change of name, address, telephone number, or insurance coverage to the Member Services Department or Front Desk staff in the department you are visiting.
- Renew your NEMS Card before the expiration date. You may be charged the full fee for services if you use an expired card.

Your NEMS Card is NOT transferable. Persons misusing their cards will have their membership terminated and will be charged the full cost for services rendered. You may not use another person's NEMS card to access healthcare services nor can you allow someone else to use your NEMS card to access healthcare services. Doing so is a form of healthcare fraud.

Your NEMS Card DOES NOT cover hospitalization services.

Interpreter Services

We have multilingual staff and health care professionals who speak all the major Chinese dialects and several Asian and other languages. Languages and dialects include Cantonese, Mandarin, Vietnamese, Burmese, Tagalog, Korean, Spanish, and more.

If you speak another language or are hearing impaired, we can arrange for phone-based, in-person, or sign language interpreting service. Call our Member Services Department at (415) 391-9686 ext. 8160 or (650) 550-3923 ext. 8160 or (408) 573-9686 ext. 8160 if you need language services and a representative will assist you.

We also use the California Relay Services to help patients with hearing impairment. The toll free number is 1-800-735-2929.

SECTION 2

APPOINTMENTS

Making Appointments

In order to best serve you, we request that you schedule an appointment before you come to the clinic for services. Appointments are available Monday through Saturday. Please see Section 16 of this handbook for specific clinic hours.

When calling to make an appointment:

Dial (415) 391-9686 ext. 8150 or (650) 550-3923 ext. 8150 or (408) 573-9686 ext. 8150 and specify which clinic and department you would like to make an appointment. When your call is answered, please tell the Call Center staff the following:

- Your name and NEMS Card number
- Your provider's name (if you have a regular NEMS provider)

- The reason you need to see the provider. Please tell the receptionist if you feel very sick or have an urgent medical problem, if you need to be seen for a work-related injury, or if you have any forms you need to have filled out. (You will be asked to leave your forms



and documents with your provider. Please note that forms may take up to five (5) working days to be completed.)

- How soon you need an appointment
- Any personal information that has changed, such as your phone number, address, or insurance coverage.
- Whether you have special requests, such as wheelchair or interpretation needs.

Also please remember to:

- Arrive on time: We ask that you arrive at the clinic 15 minutes before your scheduled appointment time and check in at the clinic's front desk.
- Bring your NEMS ID/yellow card, a photo ID, and your other health insurance cards with you on the day of your clinic visit.
- As a courtesy to other patients who need to be seen, please call us to cancel appointments **at least 24 hours in advance**. Call the NEMS 24 Hour Cancellation Message Line at (415) 352-5123 to speak with a staff member or to leave a message.

**FOR LIFE-THREATENING EMERGENCIES
(Heart Attack, Seizure, Can't Breathe, Unconscious, etc.)
CALL 9-1-1 IMMEDIATELY**

No Show Policy

Not showing up for your scheduled appointment may endanger your health or prevent other patients from seeing your provider. To ensure that all patients have a fair opportunity to see a provider when they need to, NEMS has a No Show Policy.

Patients with three or more missed appointments will be subject to Scheduling Probation. This means:

- You will be placed on a six-month probation period.
- During the probation period, you must arrive one hour early to all appointments. If not, your appointment will be forfeited and you will become a walk-in patient with no guarantee to be seen on the same day.
- You will be removed from the probation if you have abided by the terms for six months. If you continue to miss your appointments, you will be placed back on the probation period.

Please remember to cancel your appointments **at least 24 hours** in advance as a courtesy to your provider and other patients.

To cancel your appointment, please call the 24-hour NEMS Cancellation Message Line at (415) 352-5123.

SECTION 3

YOUR NEMS VISIT

Your visit with your provider is an important time when you share information about your health condition(s) and concerns.

On your first visit to see a NEMS provider you should bring:

- All medical history records that you have, including records of past hospitalizations, provider examinations, laboratory and x-ray reports.
- All dental, optometry, and/or other health records, if available.
- All immunization records. This is especially important for children.
- All medications you have been taking. Bring medication bottles if possible. You should also list any allergies to medications.
- Names of previous hospitals and providers. Your NEMS provider may need to contact them to obtain past medical records or reports.
- Children under age 18 should be accompanied by a parent or guardian unless confidential services are requested.

On your follow-up visits to NEMS, please:

- Tell your provider if you have had any major health problems since your last visit, such as recent emergencies, accidents, hospitalizations or surgery.
- Bring in all medications that you have been taking.
- Tell your provider if you have any new reactions or allergies to medications.



SECTION 4

MEDICAL SERVICES

Primary Care Services

At the time of your initial registration visit with the Member Services Department, you are encouraged to select a primary care provider (PCP). He or she is responsible for coordinating your overall care and will assist you in obtaining the services that you need, including referrals to specialists, dental and behavioral health services, laboratory, x-ray, or the hospital if necessary. You may change your PCP once every six months by contacting the Member Services Department by phone or in person.

Our primary care providers specialize in Internal Medicine, Pediatrics, and Family Medicine (Family Practice) to care for people of all ages.

Basic **primary care services** include:

- Evaluation and treatment of medical complaints
- Follow-up of chronic and ongoing medical problems
- Treatment of urgent medical problems
- Routine checkups
- Immunizations for all age groups, including annual influenza (flu) shots
- Screening for many health disorders, such as diabetes (high blood sugar), high blood pressure, high cholesterol, anemia, hepatitis, and cancers.

NEMS provides many **other types of services**, such as:

- Immigration examinations and evaluations
- Work physical examinations
- School sports examinations
- Work injuries (worker's compensation)

- Women’s health care services, including family planning, pregnancy test, complete obstetrical services, breast and cervical cancer screening (Pap smears, mammograms)
- Adolescent health care services
- Geriatric health care services
- Tuberculosis screening and treatment
- Hepatitis B screening, vaccination, and treatment
- Sexually transmitted disease (STD) screening
- Confidential HIV testing, treatment, counseling and medical care

Please note that you will be asked to leave immigration, worker’s compensation, and school forms with your provider, and it may take up to five (5) working days to complete the forms. There may be charges associated with certain types of forms completed by the provider. Patients will be charged for forms that are not considered medically necessary, as recognized by the Centers for Medicare & Medicaid Services (CMS). Please indicate to our staff whether you want the forms mailed or faxed back to you, or set aside for you to pick up at the clinic when ready.

Specialty Care Services

Your NEMS primary care provider will refer you to a specialist for consultation and treatment as needed. The following specialty services are available at NEMS, including:

- Acupuncture
- Cardiology
- Chiropractic
- Endocrinology
- Gastroenterology
- General Surgery
- Medical Oncology
- Hepatology
- Neurology
- Obstetrics and Gynecology
(*OB/GYN*)
- Ophthalmology
- Otolaryngology (*Ear Nose Throat*)
- Podiatry
- Radiology (*X-ray*)
- Rheumatology

Specialty services not provided at NEMS are available by referral to specialists in the community or at the hospital. It is your responsibility to pay for services provided to you and which are not covered by your health insurance plan or special programs.

Hospital Care

NEMS physicians have hospital privileges at select hospitals should you need hospitalization. If you are admitted to a hospital outside of the NEMS network, you will be treated by a non-NEMS physician. In some cases, you may be treated by a hospitalist, a doctor who oversees your care at the hospital.

NEMS does not cover the cost of hospital emergency room or inpatient expenses at hospitals, nursing homes, etc. Contact your health plan or health insurance company for coverage conditions if you incur emergency room or inpatient expenses.

After-Hours and Emergency Care

A NEMS provider is on-call 24 hours a day to advise you. If your medical condition is an emergency condition, the provider will instruct you to go to the nearest emergency room or your designated hospital.

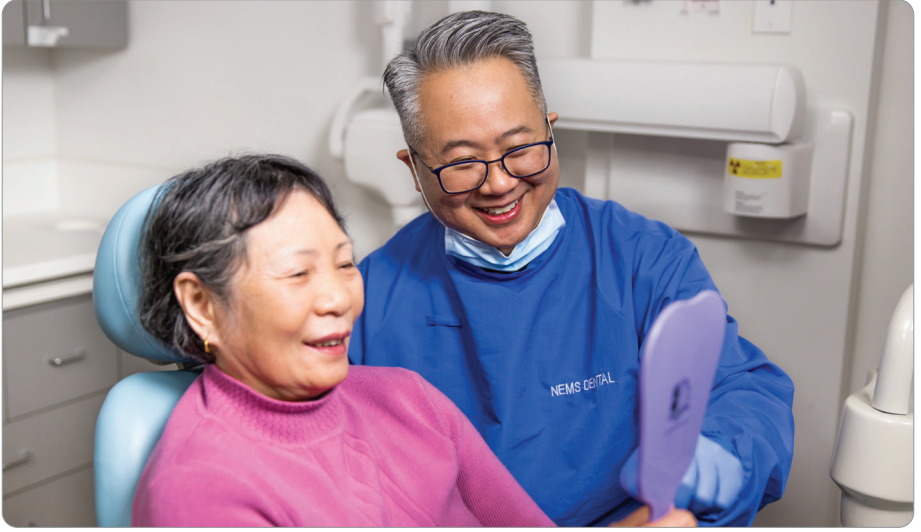
**FOR LIFE-THREATENING EMERGENCIES
(Heart Attack, Seizure, Can't Breathe, Unconscious, etc.)
CALL 9-1-1 IMMEDIATELY**

Hospital emergency rooms are set up to handle severe and life threatening cases. Some examples of an emergency are when someone is:

- Unable to breathe
- Unconscious
- Bleeding heavily
- Paralyzed
- In extreme pain

In this situation, please ask the hospital to notify your NEMS primary care provider.

SECTION 5 DENTAL SERVICES



The Dental Clinic provides comprehensive dental care to adults and children. Our dental professionals provide quality dentistry while emphasizing prevention and regular dental care for patients ages one year and older. Dental services are currently available at the 1520 Stockton Clinic, 728 Pacific Clinic, and 2574 San Bruno Clinic in San Francisco and the 1870 Lundy Clinic in San Jose.

NEMS dentistry services include:

- Dental exams and digital x-ray
- Cleaning and fluoride treatment
- Dental sealants
- Fillings
- Root canal therapy
- Periodontal (gum) therapy
- Oral surgery and extraction
- Crown and bridgework
- Dentures
- Emergency care
- Dental education

SECTION 6 OPTOMETRY SERVICES



The Optometry Department provides primary vision care services to all NEMS patients. If you need eyeglasses or contact lenses, you can order them at the Optometry Department, where you can choose from a large selection of frames, including designer frames. Optometry services are currently available at the 1520 Stockton Clinic and 2574 San Bruno Clinic in San Francisco, and 1870 Lundy Clinic in San Jose.

Optometry services include:

- Comprehensive eye examinations
- Glaucoma screenings
- Retinal examinations for diabetic patients
- Contact lenses fitting (not covered by Medi-Cal)
- Frames
- Sunglasses

Eye conditions requiring medical care, such as cataract, glaucoma, and eye complications due to diabetes, can also be handled by our on-site ophthalmologist, or can be referred to an outside specialist.

SECTION 7 BEHAVIORAL HEALTH SERVICES



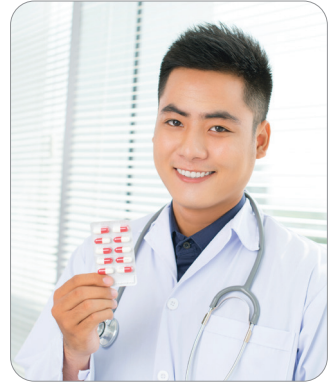
Our emotional and mental outlook on life has a great impact on our overall health. Stress, adjusting to a new environment, and other socioeconomic factors can sometimes create more or worsen current physical symptoms. They can also lead to or increase existing unhealthy behaviors, such as drinking too much alcohol, smoking, or abusing drugs.

For any behavioral health concerns, a behavioral health provider is available for a confidential consultation. Members can be referred by their primary care providers or just call (415) 391-9686 ext. 8150 to make an appointment.

Your behavioral health provider will work with your primary care provider and other health professionals as one treatment team to address your concerns holistically.

SECTION 8 PHARMACY SERVICES

Our Pharmacy Department provides prescription medications for NEMS patients. If you receive medical or dental care at NEMS, you will pay for prescription medications at your co-payment level if you have health coverage or on a sliding fee scale if you are uninsured. Patients are responsible for informing Pharmacy staff about any medication coverage they may have, including Medicare Part D prescription drug plans.



Patients may also be eligible to participate in various government and private programs, which offer medications through the NEMS Pharmacy with minimal or no co-payment.

Pharmacy services are currently available at six clinic locations.

If your doctor at NEMS has prescribed multiple refills for your medications, you can refill a prescription by calling the **24-hour automated refill phone number** for your pharmacy. Make sure to follow the instructions given and provide your name, NEMS ID/yellow card number, prescription number (the 8-digit number on the upper left corner, highlighted in yellow), and phone number. Your medication will be ready for pick-up by the afternoon of the next business day.

24-Hour Pharmacy Refill Phone Numbers:

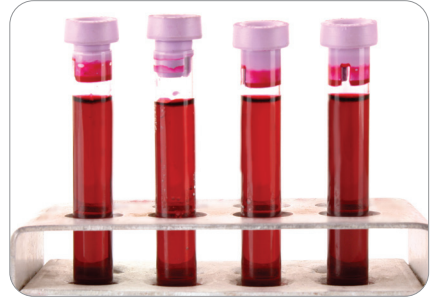
- SF 1520 Stockton Pharmacy.....(415) 352-5035
- SF 2574 San Bruno Pharmacy.....(415) 352-5090
- SF 1400 Noriega Pharmacy.....(415) 352-5093
- SF 1019 Clement Pharmacy.....(415) 352-5182
- Daly City 211 Eastmoor Pharmacy.....(650) 757-1431
- San Jose 1870 Lundy Pharmacy.....(408) 954-8036

SECTION 9

LABORATORY SERVICES

NEMS operates a comprehensive, full service medical laboratory. It provides extensive services in the following areas:

- Blood chemistry testing for diabetes, cholesterol, thyroid, kidney disorders, etc.
- Liver disease testing for hepatitis and other problems
- Hematology testing for anemia, red blood cell, white blood cell, and platelet disorders
- Urine testing for infections, diabetes, and pregnancy
- Sexually transmitted disease (STD) and HIV infection testing
- Special testing for other types of medical problems
- FDA authorized COVID-19 PCR testing



NEMS has trained laboratory professionals at most clinics who can take blood and other lab samples for testing. Access to on-site blood drawing services depends on your health insurance or health program coverage.

Your NEMS provider can order laboratory tests for you as medically necessary. NEMS Laboratory will send all laboratory reports and/or results to the ordering provider (usually your primary care provider), who will discuss and explain the results to you and recommend any necessary follow-up or specialty referral services.

SECTION 10

RADIOLOGY SERVICES

NEMS' accredited Radiology Department offers a wide range of imaging services utilizing state-of-the-art technologies and equipment. Radiology services are available at the 1520 Stockton Clinic, 1422 Noriega Clinic or 2574 San Bruno Clinic in San Francisco, or at the 1870 Lundy Clinic in San Jose, when ordered by your provider or specialist.



Your examination will be interpreted by our dedicated radiologists who are certified by the American Board of Radiology and have advanced specialty training. Your primary care provider (PCP) will receive and discuss the results with you.

Radiology services include:

- **Diagnostic X-rays:** Chest, bones, abdomen
- **Digital Breast Imaging and Intervention:** Screening and diagnostic mammography, breast ultrasound, ultrasound guided breast biopsies
- **Ultrasound Imaging:** Abdominal (kidneys, liver, gallbladder, pancreas, spleen and blood vessels), pelvic, breast, thyroid, extremity, soft tissue
- **Bone Densitometry:** Hip and spine



SECTION 11

HEALTH PROMOTION SERVICES



Health Education

NEMS' Health Education Department works closely with NEMS patients and staff as well as other community health agencies. Emphasis is placed on health promotion, disease prevention, health maintenance, early detection and treatment through individual and group counseling sessions. The Health Education Department also publicizes all of NEMS' services and special programs through participation in newspaper articles, health fairs, screenings, and health-related literature and audio visual materials.

Located at 1520 Stockton Clinic in San Francisco and 2574 San Bruno Clinic in San Francisco; 211 Eastmoor Clinic in Daly City; and 1870 Lundy Clinic in San Jose, NEMS' Health Promotion Room and Health Information Desk offer a space for members and their families to find health education resources. Health education classes and events are held throughout the year.

Patient health education resources in English, Chinese, or other languages are also available online at www.nems.org.

Nutrition

Optimal nutritional status is essential for good health at all ages. If you are under a NEMS provider's care, our nutritionists (registered dietitians) are available to provide one-on-one nutrition consultations tailored to your needs. Nutrition classes are also available to members.

Social Services

Health maintenance sometimes requires assistance in solving problems related to your finances, employment, and housing, or in adjusting to life in a new environment. Our culturally-sensitive and experienced social workers can help you or your family obtain these services. We can assist you in applying for programs such as Medi-Cal, Healthy Kids, CalFresh (Food Stamps), CalWORKS and more. The Social Services Department also provides form completion, interpretation, and referral services.



SECTION 12

NEMS PACE - PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY

North East Medical Services is pleased to offer a Program of All-Inclusive Care for the Elderly (PACE). PACE is a nationally recognized model of care for older adults with chronic health needs. At NEMS PACE, we cover a wide range of health and community-based services that are customized just for you. Our goal is to help you continue living safely in your home. Our care team partners closely with you and your family to coordinate care and support you in your community.



PACE 行健 長者照護計劃

Our PACE Center is located in the heart of Chinatown at 728 Pacific Avenue, 2nd Floor, and serves eligible seniors who live anywhere in San Francisco.

If you would like more information, please call 415-333-8909 or email PACEReferral@nems.org.



SECTION 13

NEMS PHYSICAL THERAPY & REHABILITATION CENTER

Physical therapy is the treatment of disease, injury, or deformity through use of manual therapy, modalities, and exercise rather than by drugs or surgery.

Physical therapy is covered by most insurance plans including Medi-Cal, Medicare, HMO, PPO, and worker's compensation.

The NEMS Physical Therapy & Rehabilitation Center is conveniently located at 728 Pacific Avenue, Suite 301, in San Francisco's Chinatown.

You do not need to be a NEMS member in order to access services at NEMS Physical Therapy & Rehabilitation Center. Separate registration is required, as well as a doctor's referral.



SECTION 14

HEALTH INFORMATION SERVICES



The Health Information Services (HIS) Department oversees the confidentiality of and controls access to your health records. The HIS Department also ensures compliance to Health Insurance Portability and Accountability Act (HIPAA) requirements.

NEMS maintains and safeguards all of your Protected Health Information (PHI). Your health records include all the necessary information for your NEMS providers to provide accurate and complete care in a timely manner, including any health information from outside providers or facilities that you have released to NEMS. The information is also maintained to follow state and federal laws and regulations.

In 2009, NEMS transitioned to using Electronic Health Records (EHR) to document and store health information about you. The EHR system that NEMS uses is secure and complies with HIPAA and HITECH Act requirements.

Accessing Your Medical Records

NEMS is the legal custodian of your health records. Your records are maintained for the benefit of you as a patient, the health care providers, and the clinic. As a patient you are entitled to access your medical record either by viewing, having copies in electronic format or in paper.

You must sign an authorization form and specify who your personal representative is (including yourself) before we can release any PHI. NEMS will not release your PHI to anyone (including family members) without your expressed authorization, except when required or permitted by law. **Please see the Notice of Privacy Practices for additional information.** Response to these requests may take up to fifteen (15) working days.

Privacy Standards

HIPAA was enacted to create national privacy standards for all health information. The Health Information Technology for Economic and Clinical Health (HITECH) Act offers additional privacy and security regulations to protect the increased electronic exchange of information. These electronic exchanges of information, including Electronic Health Records, are to improve the quality and coordination of health care.

NEMS has prepared the “Notice of Privacy Practices,” which describes how health information about you may be used and disclosed, and how you can access this information. New members or registrants are given a copy when they first join NEMS. The Notice of Privacy Practices is also posted on the NEMS website at www.nems.org. Please take the opportunity to read it since it is important to know your rights.

How NEMS Communicates With You

NEMS may contact you to remind you of your appointments, to provide you with your test results, to send you health reminders, provide information about our available services, provide information for billing and payment purposes, and as specified in the Notice of Privacy Practices. We may contact you through a number of different ways, including through phone calls, pre-recorded or live voicemail messages, text messages, e-mail messages or by postal mail. We will contact you through the contact information that you have provided to us. You may contact NEMS Member Services if you want to opt-out of receiving certain communications from us.

SECTION 15

NEMS FINANCIAL POLICY

If You Have Health Insurance

NEMS accepts most types of health and dental insurance coverage plans, including private insurance, Medicare, Medi-Cal and Healthy Kids. For a complete listing of current insurances and programs accepted, please contact the Member Services Department.

Please tell us your insurance coverage at each visit so that we can verify that your insurance will cover your NEMS services.

You will be responsible for deductibles or co-payments as required by your insurance plan.

- A **deductible** is the amount that you must pay before your insurance company will start coverage. Insurance companies usually require that you pay this deductible every year.
- A **co-payment** is the amount you must pay each time you receive services from a provider.

Services Not Covered by Your Health Insurance

Some services, treatments, or medications that you receive at NEMS may not be covered by your insurance company. This may be because your insurance company has one or more of the following policies:

- You are restricted as to the type and/or number of services, treatments, or medications you are allowed, and the treatment you received at NEMS was not covered.
- You are restricted to receive care from a provider in a specific network, and your NEMS provider is not part of this network.
- You have not met your deductible for the year (see above).

You will be responsible to pay for all services, treatments, and medications not covered by your insurance company.

If You Do Not Have Health Insurance

If you have no health insurance coverage, or receive services that are not covered by your insurance plan, you will be charged according to a sliding fee scale or up to the full cost of services. It is important to renew your sliding fee discount level every year; if your discount level has expired, you will be charged the full cost for services.

The NEMS Member Services Department can help you determine your discount level based on your financial documentation. Please see Section 1 of this handbook for more information.

Accidents or Work Related Injuries

If your provider visit is for an accident or work-related injury, please inform us as soon as possible, as we may need to send your bill to another party for payment. We may also need to request additional information from you.

Please note that you will be asked to leave worker's compensation or other related forms with your provider, and it may take up to five (5) working days to complete.

Charges for Provider Visits

Each time you see a provider, you will be assessed a charge. Charges may vary from visit to visit depending on:

- If your health problems or conditions have changed and require new or additional services.
- If you see a NEMS specialist.
- If you receive additional services, such as an office procedure.

NEMS is not a free clinic. We are required by law to collect any fees for services rendered to you and which are not covered by your insurance plan or health coverage.

Charges for Other NEMS Services

Your provider may request that you get medication from the pharmacy or have other services performed, such as an electrocardiogram (EKG), laboratory tests, or x-rays.

Charges for these services will be in addition to the charges for the provider visit.

Each department can tell you the charges for services performed by their department only; for example, the NEMS Laboratory can tell you the charges for laboratory services only, and the Radiology Department can tell you what you must pay for x-ray and other radiology services only.



Charges for Services Not Provided at NEMS

NEMS does not cover services provided outside of NEMS, such as hospital care or charges by outside specialists. If you are a managed care patient or have health insurance, the health plan that you joined will usually cover the cost of hospital care and specialist care you receive at your designated hospital or through your designated medical group network. Please check with your health plan or insurance to understand what is covered.

Financial Assistance

If you have financial hardships related to paying for your NEMS services, please contact the Member Services Department to discuss your eligibility for financial assistance. If you would like assistance with financial planning to pay for your health care services, please contact the Front Desk staff at any of the clinical departments and clinic sites.

SECTION 16

SUGGESTIONS AND GRIEVANCES



Providing quality care to your satisfaction is a primary goal of NEMS. We make every effort to consider your suggestions and to resolve all grievances in a timely and appropriate manner.

Suggestion boxes are located in the clinic waiting areas. We welcome your suggestions and continually seek to improve the care and experiences you have while receiving care at NEMS.

If you have specific concerns, we encourage you to direct it to the attention of the provider or department staff you are concerned with. This should serve to resolve the problem immediately. For issues that cannot be easily resolved, you can file a complaint with the Member Services Department in writing, by telephone, or in person.

In addition, if you are a Medi-Cal beneficiary, you have the right to a Medi-Cal Fair Hearing. You may contact the California Department of Health Care Services at 1-800-952-5253 for assistance.

We value your opinion and periodically send out satisfaction surveys by mail. If you receive a survey, please answer it so that we can make improvements to our service.

SECTION 17

PATIENT RIGHTS & RESPONSIBILITIES

As a valued member and patient of North East Medical Services (NEMS), you have the RIGHT to:

Access to Care

- Receive reasonable access to care.
- Know the time and location of appointments in advance.

Considerate and Respectful Care

- Receive considerate and respectful care. Relevant protected classes in California include the following:
 - Race
 - Color
 - Religion (includes religious dress and grooming practices)
 - Sex/gender (includes pregnancy, childbirth, breastfeeding and/ or related medical conditions)
 - Gender identity, gender expression
 - Sexual orientation
 - Marital status
 - Medical Condition (genetic characteristics, cancer or a record or history of cancer)
 - Military or veteran status
 - National origin (includes language use and possession of a driver's license issued to persons unable to provide their presence in the United State is authorized under federal law)
 - Ancestry
 - Disability (mental and physical including HIV/AIDS, cancer, and genetic characteristics)
 - Genetic information

- Retaliation for reporting patient abuse in tax-supported institutions
- Age (over 40)
- Receive care in a safe setting, free from abuse and harassment.
- Receive information in a manner that you can understand.
- Receive interpreter services to assist you.

Active Participation in Your Care

- Participate in all decisions relating your medical care.
- Designate a representative or surrogate decision maker if you are unable to fully participate in treatment decisions, as allowed by law.
- Have written instructions about your care prepared in advance (advance directives) and have those instructions honored.
- Participate in resolving conflicts about care, including ethical issues that impact care.
- Receive appropriate assessment and management of pain.
- Leave the NEMS clinic(s) and/or refuse care even against the advice of providers.
- Choose if you would like to allow health professional students and medical residents to participate in your care.

Knowledge and Information

- Know the names of the providers who are treating you.
- Know who has primary responsibility for coordinating your care.
- Receive the necessary information about any proposed treatment or procedure you may need in order to give informed consent or refuse a course of treatment, in accordance with the law.
- Receive information about the outcomes of care, treatments, or services that have been provided, including unanticipated outcomes.
- Be informed about NEMS' payment policies.

- Examine and receive an explanation of your bill regardless of source of payment.
- Be informed about NEMS and NEMS' physicians' status in your insurance network, and any changes to the participating status related to your insurance network and/or coverage. You may be responsible for the charges related to services that you receive at NEMS if NEMS is not a participating provider in your insurance network.

Privacy and Confidentiality

- Confidentiality and privacy of all communications and information pertaining to your care.
- Access, review, and request amendments to your medical records.
- Know how your protected health information (PHI) will be shared within NEMS or with outside agencies.

Respect for Your Patient Rights

- Have your complaints heard, and to have a fair and efficient process for resolving your differences with the clinic or with NEMS providers. You have the right to file a complaint or grievance with the State Department of Health Services.

As a valued member and patient of North East Medical Services (NEMS), you also have the RESPONSIBILITY to:

- Cooperate with the providers who are caring for you at NEMS. You should follow their instructions and treatment guidelines.
- Provide, to the best of your knowledge, accurate and complete information about your present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report unexpected changes in your condition.
- Ask questions if you do not understand something or if you are unsure about the advice you are given.
- Work with your health care provider to develop a pain management plan.

- Accept the consequences if you do not follow the care, service, or treatment plan.
- Keep appointments on time. If you need to cancel or reschedule an appointment, please call NEMS as soon as possible.
- Use your NEMS Identification (ID) card or “yellow card” for yourself only. Your NEMS ID card cannot be used by anyone else, nor are you permitted to use someone else’s NEMS ID card, to access services. False identification in order to access care from NEMS is a form of healthcare fraud, which is not permitted.
- Inform NEMS of any changes in address, telephone number, or insurance coverage as soon as possible.
- Bring in any forms or identification cards - including your NEMS ID/yellow card, a photo ID, and all health insurance cards - that are necessary for your treatment **every time** you come to the clinic.
- Know what your insurance covers. Your insurance may not cover certain services that you receive from NEMS. Although NEMS offers insurance eligibility verification as a courtesy, this does not guarantee that your insurance company will pay for all services and fees. You are responsible for any fees not covered by your insurance plan or health coverage.
- Follow all NEMS rules and regulations regarding conduct. Be considerate of other patients by helping to control noise; not eating, drinking or smoking; respecting others’ property and privacy; and following health and safety guidelines.
- Refrain from yelling, profanity, threats, derogatory names, racial insults, harassment, violence of any form, and all other physical or verbal abuse of NEMS staff and/or other patients. Threats of any type or persistent misconduct or abuse could be grounds for termination of care.
- Please switch all mobile phones and devices to the silent or off mode while in the clinic, and refrain from answering or making phone calls. Phone calls are only allowed in the first floor lobby or main entrance area of each building. Please do not disturb other patients when speaking.

- Recordings of any type (including photos, images, video, voice or audio recordings, etc.) and on any device or format are strictly prohibited within or near all NEMS facilities unless specifically permitted by NEMS Administration. This is to protect the privacy of other patients, staff, and visitors.
- Be responsible for your personal belongings. NEMS is not responsible for loss or damage of any personal items that are left unattended on NEMS premises.
- Go to the nearest hospital or call 911 when you have a medical emergency.

SECTION 18

CLINIC INFORMATION & MAPS

SF CHINATOWN - 1520 STOCKTON CLINIC

1520 Stockton St
(Cross Street: Columbus Ave / Green St)
San Francisco, CA 94133
Phone: (415) 391-9686

Clinic Hours

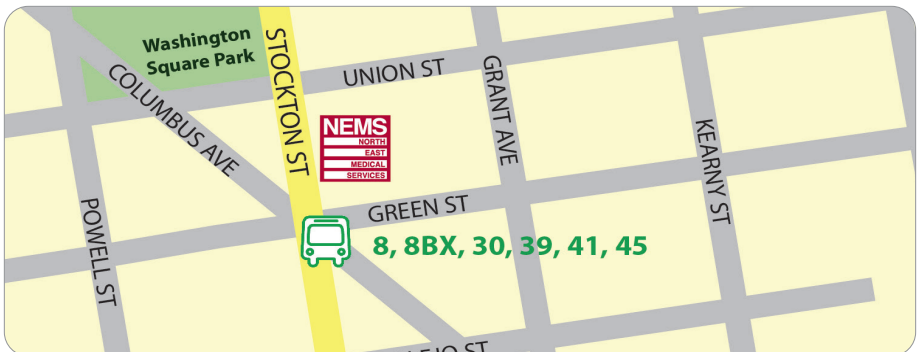
Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Sun Closed

Pharmacy Hours

Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm, 1:00pm - 5:00pm
Sun Closed



Available Services: Adult Medicine (Internal Medicine, Family Practice), Pediatrics, Specialty Medicine, OBGYN, Dental, Optometry, Laboratory, Radiology, Pharmacy, Health Education, Mental/Behavioral Health, and Social Services



SF CHINATOWN - 728 PACIFIC CLINIC

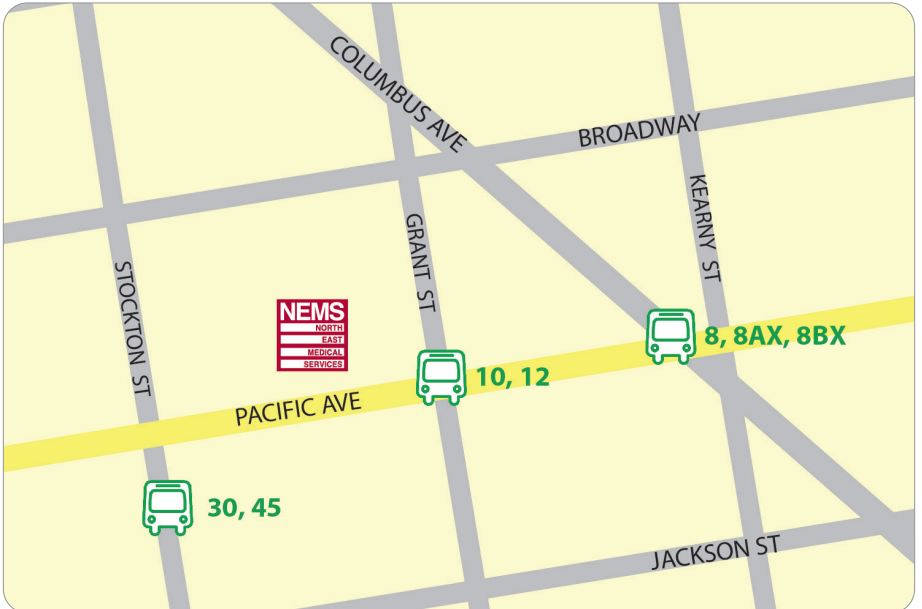
728 Pacific Ave
(Cross Street: Stockton St / Grant Ave)
San Francisco, CA 94133
Phone: (415) 391-9686

Clinic Hours

Mon - Fri 8:00am - 12:00pm
 1:00pm - 5:00pm
Sat, Sun Closed



Available Services: NEMS PACE - Program of All-Inclusive Care for the Elderly (2nd Floor), Dental (Suite 201), Physical Therapy Rehabilitation (Suite 301), Acupuncture (Suite 503), and Medical Oncology (Suite 604).

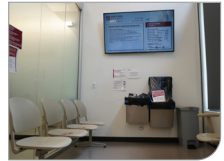


SF TENDERLOIN - 650 POLK CLINIC

650 Polk St
(Cross Street: Turk St / Eddy St)
San Francisco, CA 94102
Phone: (415) 391-9686

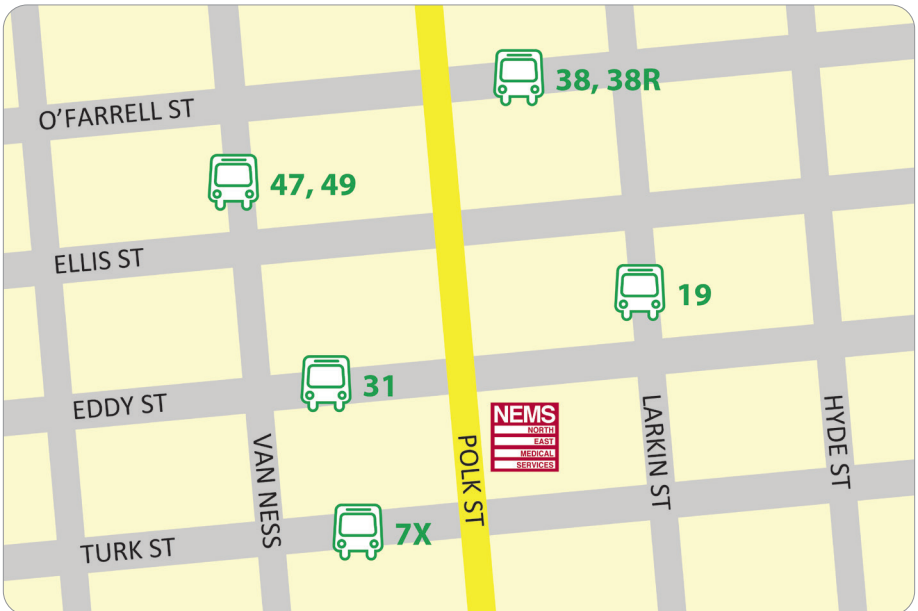
Clinic Hours

Mon - Fri 8:00am - 12:00pm
1:00pm - 5:00pm
Sat, Sun Closed



Available Services: Adult Medicine and Pediatrics

***Pharmacy services are available at 1520 Stockton Clinic.**



**SF PORTOLA -
2574 SAN BRUNO CLINIC**

2574 San Bruno Ave
(Cross Street: Felton St / Burrows St)
San Francisco, CA 94134
Phone: (415) 391-9686

Clinic Hours

Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Sun Closed

Pharmacy Hours

Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Sun Closed



Available Services: Adult Medicine, Pediatrics, OBGYN, Dental, Optometry, Laboratory, Pharmacy, and Specialty Medical

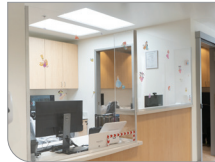


**SF PORTOLA -
2633 SAN BRUNO CLINIC**

2633 San Bruno Ave
(Cross Street: Burrows St / Bacon St)
San Francisco, CA 94134
Phone: (415) 391-9686

Clinic Hours

Mon - Fri 9:00am - 1:00pm
 2:00pm - 6:00pm
Sat Closed
Sun Closed



Available Services: Pediatrics, Acupuncture, and Chiropractic



SF VISITACION VALLEY - 82 LELAND CLINIC

82 Leland Ave

(Cross Street: Bayshore Blvd)

San Francisco, CA 94134

Phone: (415) 391-9686

Clinic Hours

Mon - Fri 8:00am - 12:00pm

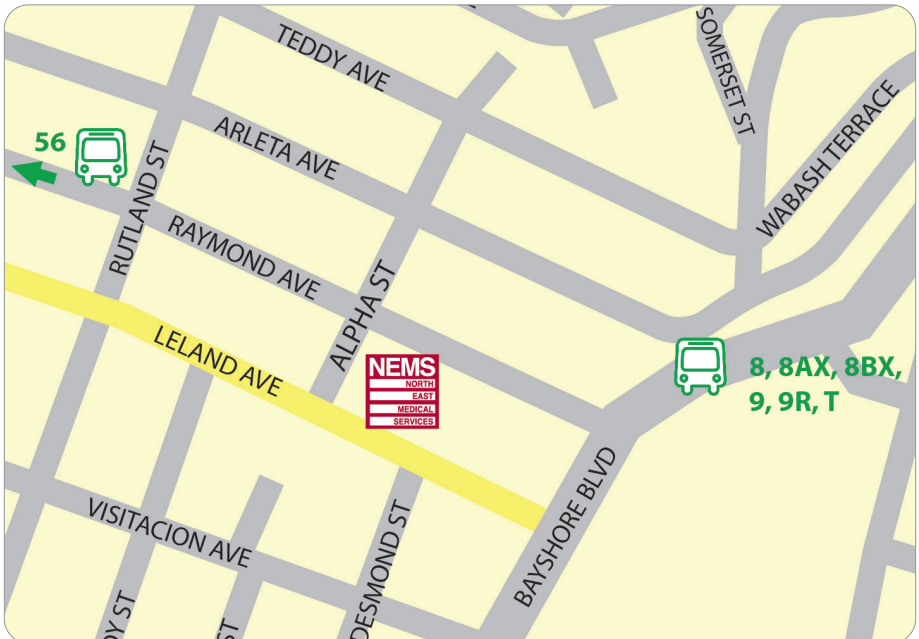
1:00pm - 5:00pm

Sat, Sun Closed



Available Services: Adult Medicine, OBGYN, Acupuncture, and Laboratory Services

*** Pharmacy services are available at 2574 San Bruno Clinic.**



SF SUNSET - 1400 NORIEGA CLINIC

1400 Noriega St
(Cross Street: 21st Ave)
San Francisco, CA 94122
Phone: (415) 391-9686

Clinic Hours

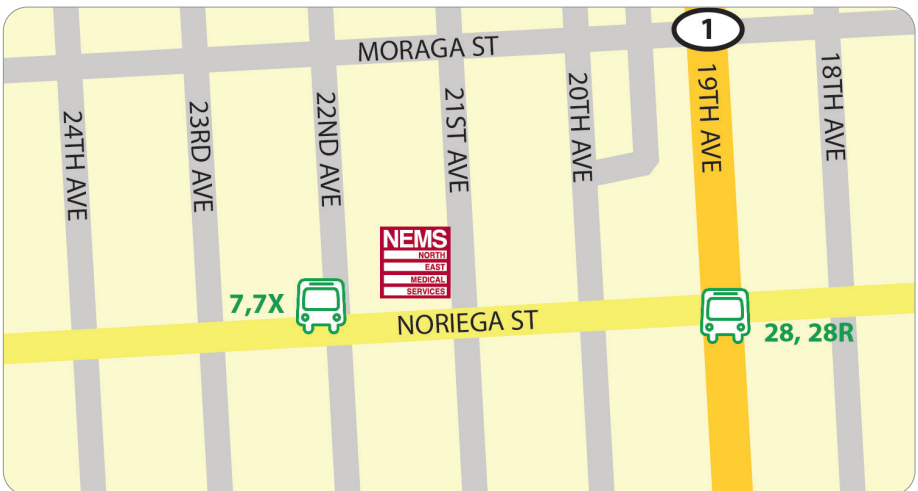
Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm
Sun 1:00pm - 5:00pm
Sun Closed

Pharmacy Hours

Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm
Sun 1:00pm - 5:00pm
Sun Closed

Available Services: Adult Medicine, Laboratory, Radiology, Pharmacy, Behavioral Health, and Member Services

***Radiology services are available at 1422 Noriega Street.**



**SF SUNSET -
1450 NORIEGA CLINIC**

1450 Noriega St
(Cross Street: 22nd Ave)
San Francisco, CA 94122
Phone: (415) 391-9686

Clinic Hours

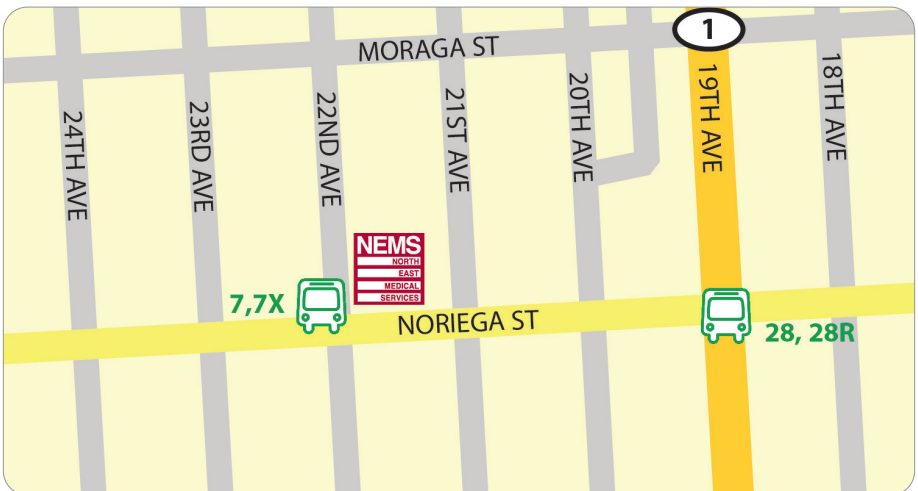
Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Sun Closed



After Hours Clinic
Mon - Fri 5:00pm - 9:00pm
Sat, Sun Closed

Available Services: Adult Medicine, Pediatrics, and Laboratory

***Pharmacy services are available at 1400 Noriega Clinic.
Radiology services are available at 1422 Noriega Street.**

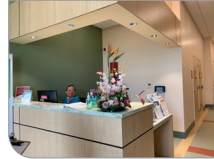


SF SUNSET - 3431 TARAVAL CLINIC

3431 Taraval St
(Cross Street: 44th Ave / 45th Ave)
San Francisco, CA 94116
Phone: (415) 391-9686

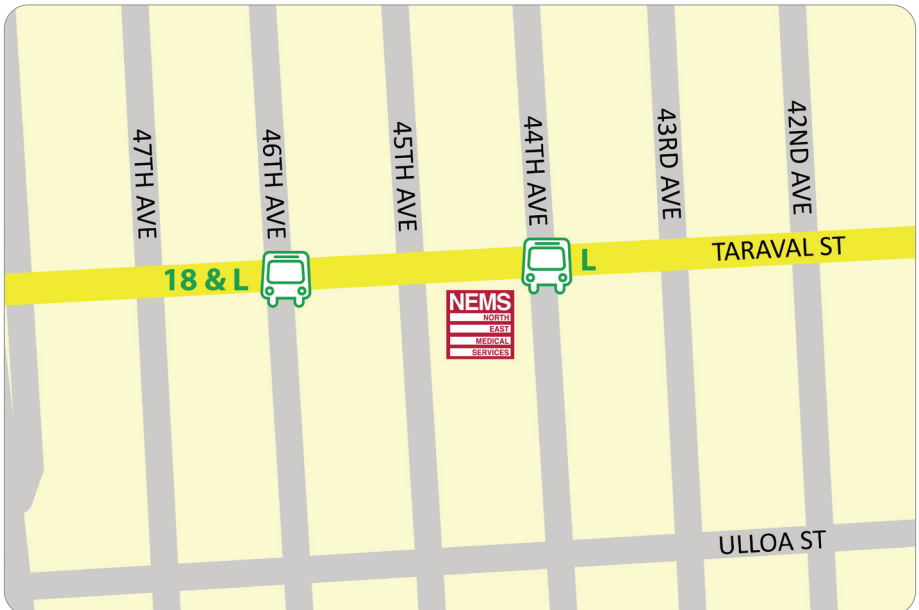
Clinic Hours

Mon - Fri 8:00am - 12:00pm
1:00pm - 5:00pm
Sat, Sun Closed



Available Services: Adult Medicine

***Pharmacy services are available at 1400 Noriega Clinic.**



**SF SUNSET -
2308 TARAVAL CLINIC**

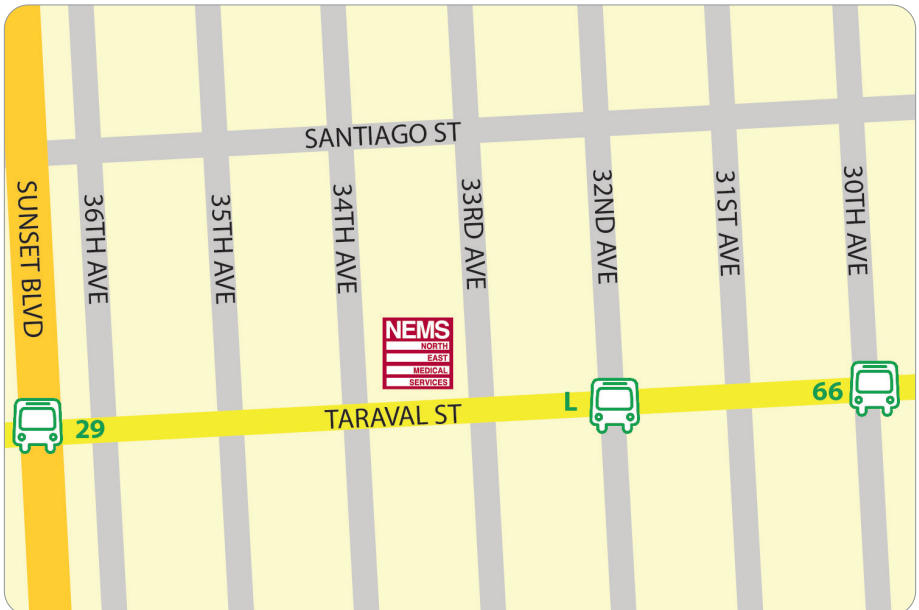
2308 Taraval St
(Cross Street: 33rd Ave / 34th Ave)
San Francisco, CA 94116
Phone: (415) 391-9686

Clinic Hours

Mon - Sat 8:00am - 12:00pm
 1:00pm - 5:00pm
Sun Closed

Available Services: Acupuncture

***Other clinic services are available at 3431 Taraval Clinic.**



SF RICHMOND - 1033 CLEMENT CLINIC

1033 Clement St
(Cross Street: 11th Ave / 12th Ave)
San Francisco, CA 94118
Phone: (415) 391-9686

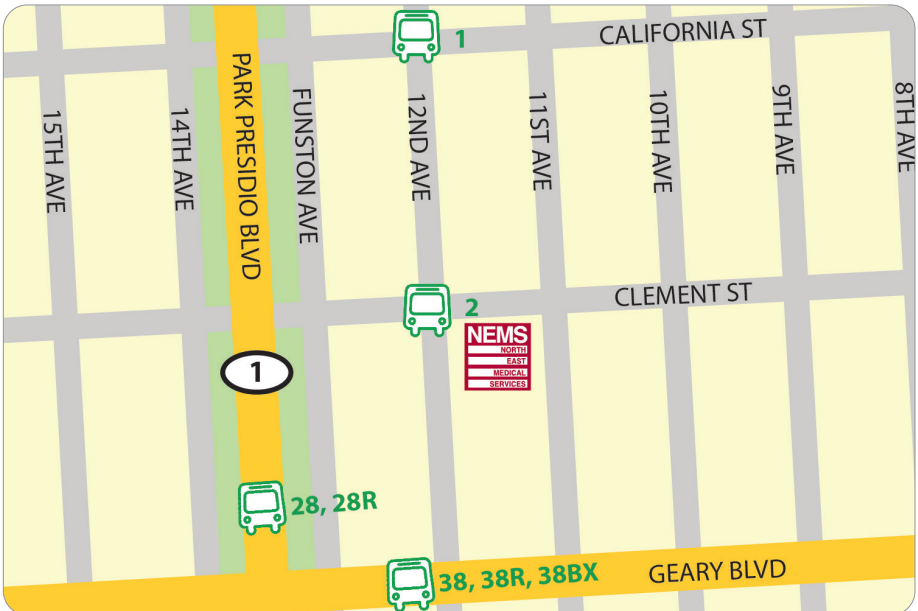
Clinic Hours

Mon - Fri 8:00am - 12:00pm
1:00pm - 5:00pm
Sat, Sun Closed

Pharmacy Hours (1019 Clement St)

Mon - Fri 8:00am - 12:00pm
1:00pm - 5:00pm
Sat, Sun Closed

Available Services: Adult Medicine, Pediatrics, Pharmacy, and Laboratory



**SF INGLESIDE -
1443 OCEAN CLINIC**

1443 Ocean Ave
(Cross Street: Miramar Ave / Granada Ave)
San Francisco, CA 94112
Phone: (415) 391-9686

Available Services:
Adult Medicine

**[RE-OPENING SEPTEMBER
2022]**



DALY CITY - 211 EASTMOOR CLINIC

211 Eastmoor Ave
(Cross Street: Zita Manor)
Daly City, CA 94015
Phone: (650) 550-3923

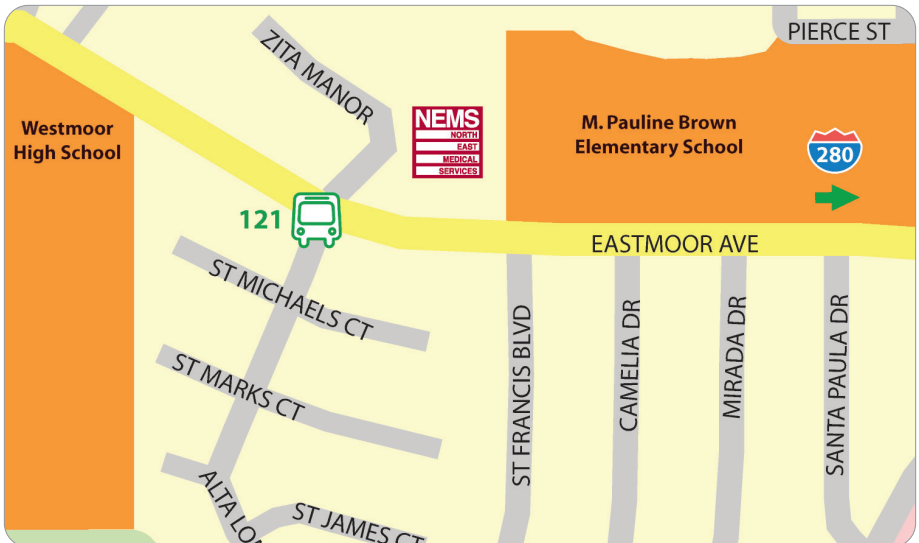
Clinic Hours

Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Sun Closed

Pharmacy Hours

Mon - Fri 9:00am - 1:00pm & 2:00pm - 6:00pm
Sat 8:00am - 12:00pm & 1:00pm - 5:00pm
Sun Closed

Available Services: Adult Medicine, Pediatrics, Laboratory, Pharmacy, Health Education, and Member Services



SAN JOSE - 1870 LUNDY CLINIC

1870 Lundy Ave

(Cross Street: McKay Dr)

San Jose, CA 95131

Phone: (408) 573-9686



Clinic Hours

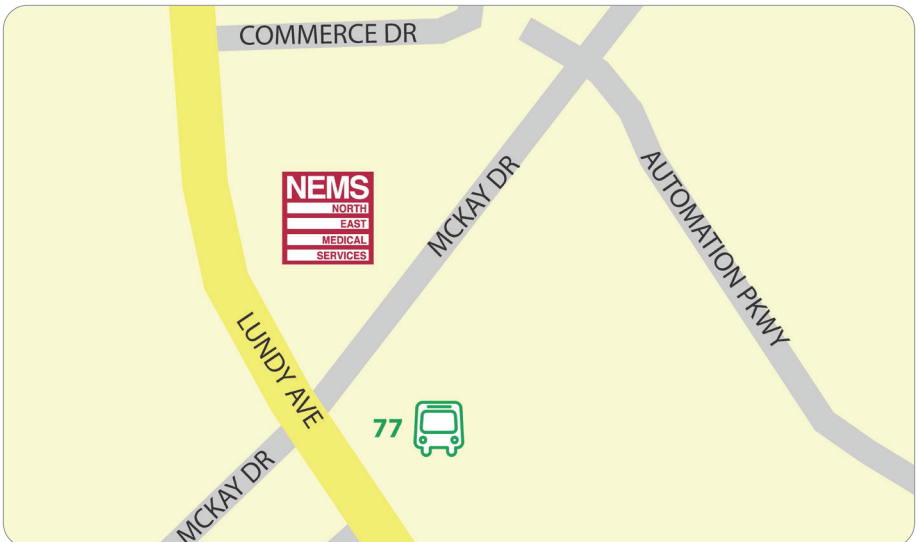
Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Sun Closed



Pharmacy Hours

Mon - Fri 9:00am - 1:00pm & 2:00pm - 6:00pm
Sat 8:00am - 12:00pm & 1:00pm - 5:00pm
Sun Closed

Available Services: Adult Medicine, Pediatrics, Dental, Optometry, Lab, Radiology, Pharmacy, Endocrinology, Behavioral Health, Health Education, and Member Services



NON-DISCRIMINATION DISCLOSURE

North East Medical Services (NEMS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NEMS does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, ancestry, religion, marital status, gender, gender identity, and sexual orientation.

NEMS:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - o Qualified interpreters
 - o Information written in other languages

If you need these services, contact NEMS Member Services Department. If you believe that NEMS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: NEMS Member Services Department 1520 Stockton St, San Francisco, CA 94133, (415) 391-9686 ext. 8160, Fax: (415) 433-4726. You can file a grievance in person, by mail or fax. If you need help filing a grievance, NEMS Member Services Department is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

LANGUAGE ASSISTANCE SERVICES AVAILABLE

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 415-391-9686 ext. 8160 (TTY: 1-800-735-2929).

Chinese

注意：如果您使用中文，您可以免費獲得語言援助服務。請致電 415-391-9686 ext. 8160 (TTY: 1-800-735-2929)。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 415-391-9686 ext. 8160 (TTY: 1-800-735-2929).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원서비스를 무료로 이용하실 수 있습니다. 415-391-9686 ext. 8160 (TTY: 1-800-735-2929) 번으로 전화해 주십시오.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 415-391-9686 ext.8160 (TTY: 1-800-735-2929).

Burmese

သတိပို့ရန် - အကယ်၍ သင်သည် မြန်မာစကား ကိုပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့သင်္ဘောအတကြား၊ စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 415-391-9686 ext. 8160 (TTY: 1-800-735-2929) သို့မူ ခေ့ဆို့ပါ။

Laotian

ສູງເກດ: ຖ້າທ່ານເວົ້າ, ພາ, ພາດ (ອົງການການຊຸ, ວຍເຫ34ອຟ໌7ໃນພາສາຂອງ ທ, ານ, ໄທຫາ 415-391-9686 ext. 8160 (TTY: 1-800-735-2929).

Arabic

ناجملاب كل رفا وتت ةى وغللا ةدعا سلم ا تا مدخ نإف ،ةغلللا ركذا ثدحتت تنك ا ذإ :ةظولحم
لاف تا ه مق ر: 1-800-735-2929) .(ext. 8160 9686-391(415) مق رب لصتا .
(مكبلا وم ص

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 415-391-9686 ext. 8160 (TTY: 1-800-735-2929).

Ukrainian

ПРИМІТКА: Якщо вам потрібна безкоштовна допомога рідною мовою, телефонуйте за номером 415-391-9686 дод. 8160 (TTY: 1-800-735-2929).

Japanese

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。415-391-9686 ext. 8160 (TTY:1-800-735-2929) まで、お電話にてご連絡ください。

Armenian

ՈւշԱԴՐՈՒԹՅՈՒՆ` Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 415-391-9686 ext. 8160 (TTY (հնոստիպ)`1-800-735-2929).

Hindi

!यान द&: य'द आप 'हदं , बोलते ह2 तो आपके 4लए मु8त म& भाषा सहायता
सेवाएं उपल>ध ह2।415-391-9686 ext. 8160 (TTY: 1-800-735-2929)
पर काल कर&।

Farsi

امش یاری ناگیار ترو صیدی نازی ت لایهست ،دینک یم وگتفگی سراف نابز هب رگا: هجتو
دیریگب سراتم ext. 8160 415-391-9686 اب .دشاپ یم مهارف
(TTY: 1-800-735-2929)

Punjabi

ਧਿਆਨ ਦਿਓ: ਜ(ਤੁਸ, ਪ.ਜਾਬੀ ਬ2ਲ4 ਹ2, 36 ਭਾਸ਼ਾ ਵਿ:ਚ
ਸਹਾਇਤਾ ਸ(ਵਾ ਤੁਹਾਡ(ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਭ। 415-391-9686
ext. 8160 (ਠਹੈ: 1-800-735-2929) ਚ ਕਾਲ ਕਰ2।

Cambodian

!ឃ្លវ័ត្ត&៖ eឃ)ស័វនិ-អ័ក័ក័សិ1.ឃ 2.3.4ឧវ,េស8.ជ:ន;ឃ4ផ័ក័ក័2.3.e=
ឃ័ឃ័និគ័តិឈ័&AឈគCD.ថF.នស័:G.ថHថ:េវ)អ័ក័ក័។ ថJវ ឡវ័ស័M
415-391-9686 ext. 8160 (TTY: 1-800-735-2929)។

Thai

เรียน:ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษา
ได้ฟรี โทร 415-391- 9686 ext. 8160 (TTY: 1-800-735-2929).

Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus,
muaj kev pab dawb rau koj. Hu rau 415-391-9686 ext. 8160
(TTY: 1-800-735-2929).

Mien

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiexm
longc mienh tengx faan benx meih nyei waac nor douc waac
daaih lorx taux 415-391-9686 ext. 8160 (TTY: 1-800-735-2929).

Clinic Phone Numbers and Addresses

診所電話及地址

Phone 電話: (415) 391-9686
(650) 550-3923
(408) 573-9686
(415) 352-5123

Appointments: ext. 8150
Member Services: ext. 8160
Billing Questions: ext. 8170
All Other Questions: 0 for Operator

SF CHINATOWN - STOCKTON CLINIC

三藩市華埠**STOCKTON**診所
1520 Stockton St
San Francisco, CA 94133
* Pharmacy available

SF CHINATOWN - PACIFIC CLINIC

三藩市華埠**PACIFIC**診所
728 Pacific Ave
San Francisco, CA 94133

- 2nd Floor: NEMS PACE - Program of All-Inclusive Care for the Elderly
- Suite 201: Dental Services
- Suite 301: Physical Therapy & Rehabilitation Center
- Suite 503: Acupuncture Services
- Suite 604: Medical Oncology

SF PORTOLA - SAN BRUNO CLINIC

三藩市波特羅區**SAN BRUNO**診所
2574 & 2633 San Bruno Ave
San Francisco, CA 94134
* Pharmacy available

SF VISITACION VALLEY - LELAND CLINIC

三藩市訪谷區**LELAND**診所
82 Leland Ave
San Francisco, CA 94134

SF SUNSET - NORIEGA CLINIC

三藩市日落區**NORIEGA**診所
1400 & 1450 Noriega St
San Francisco, CA 94122
* Pharmacy available

San Francisco 三藩市
Daly City 帝利市
San Jose 聖荷西
24 Hour Cancellation Message Line
24小時取消預約留言專線

門診預約: 轉內線 8150
會員服務部: 轉內線 8160
帳務問題: 轉內線 8170
其它問題: 按 0 聯繫電話接聽員

SF SUNSET - TARAVAL CLINIC

三藩市日落區**TARAVAL**診所
2308 Taraval St
San Francisco, CA 94116
* Acupuncture services only

3431 Taraval St
San Francisco, CA 94116

SF RICHMOND - CLEMENT CLINIC

三藩市列治文區**CLEMENT**診所
1033 Clement St
San Francisco, CA 94118
(Pharmacy: 1019 Clement Street)
* Pharmacy available

SF TENDERLOIN - POLK CLINIC

三藩市田德隆區**POLK**診所
650 Polk St
San Francisco, CA 94102

SF INGLESIDE - OCEAN CLINIC

三藩市英格爾賽德區**OCEAN**診所
1443 Ocean Ave
San Francisco, CA 94112
(Re-opening September 2022)

DALY CITY - EASTMOOR CLINIC

帝利市**EASTMOOR**診所
211 Eastmoor Ave
Daly City, CA 94015
* Pharmacy available

SAN JOSE - LUNDY CLINIC

聖荷西**LUNDY**診所
1870 Lundy Ave
San Jose, CA 95131
* Pharmacy available

Please visit our website for additional information, updated clinic and pharmacy hours, and more. 欲知詳細診所及藥房營業時間或其它資訊, 請瀏覽以下網址 www.nems.org