

SCICN's Ambulatory Care Coordination Program

If you are living with a complex or chronic health condition, you might be eligible to participate in the Ambulatory Care Coordination Program of Southern California Integrated Care Network (SCICN).

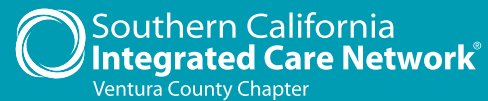
This free program offers personalized, quality care to help you improve and maintain your health with self-management techniques and coordination with your individual support system.

Participation is completely voluntary. However, you were identified by a healthcare professional as someone who might benefit from highly personalized, well-coordinated health care.

The Southern California Integrated Care Network advantage:

Your healthcare provider participates in the Southern California Integrated Care Network. This dedicated group of physicians works together with local hospitals to ensure you and your family receive the highest quality and most affordable care.

SCICN has developed the Ambulatory Care Coordination Program to provide personal outreach to patients who might require ongoing support to improve their health.



scicn-vc.org

Your care coordination team. Working together for a healthier you.





If you participate in the program, you will receive:

A dedicated healthcare team

Personalized support with your healthcare goals

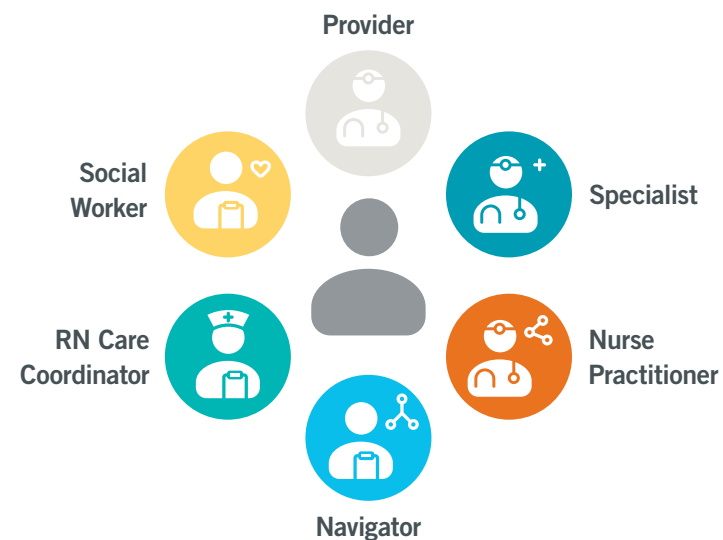
Monthly contact from your care team

First, you will be assigned a registered nurse (RN) personal care manager to provide you with the individual support and assistance you need.

He or she will work with your primary care physician with additional support from other care providers as necessary.

Your care coordination team may also include social workers, community resource aides and clinical pharmacists. Along every step of the way toward reaching your healthcare goals, they will get to know you and become familiar faces.

You can meet with members of your team in person or over the phone. In addition, a member of the team may even attend doctor appointments with you to make sure all your questions are answered.



Your care team members consider you as a whole person and not just as a “medical condition.” They strive to help you find solutions to issues that may prevent you from achieving improved health and wellbeing.

Participation in the program will not affect your health benefits. If you decide to participate, someone will call you to set up an appointment with your care coordinator to discuss your personal healthcare needs. Your participation is completely voluntary and confidential.

Only you, your physician and your care team know you have been invited to participate and are enrolled in the program. We will not use or disclose your health information for anything but care coordination purposes. Any additional use will require your written authorization.

Your care coordination team can help you:

- Get answers to your questions
- Follow your doctor’s treatment plans
- Manage medications
- Coordinate your healthcare appointments
- Learn tips for self-care
- Access resources or programs that you need

If you have questions, please contact us at:
CareCoordination@IdentityMSO.com or 805-256-1380.

If you think you may have a medical emergency, call your doctor, go to the nearest emergency department or call 911 immediately.