

# Hoag Medical Group New Patient Handbook



Updated February 2023

**hoag**<sup>®</sup>  
Medical Group

[hoagmedicalgroup.com](http://hoagmedicalgroup.com)



The Highest Ranked Hospital  
in Orange County

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# Welcome



## Hoag Medical Group

Hoag Medical Group (HMG) is a multi-specialty physician group that provides your all-access pass to the Hoag network. This guarantees your access to high-quality care, award-winning specialized services, and world-class facilities at Hoag. HMG has a physician for everyone in your family with specialties in internal medicine, family medicine, pediatrics, rheumatology, allergy & immunology, endocrinology, HIV medicine, diabetes, sports medicine, palliative care, infectious disease and geriatrics.

### Hoag Medical Group offers:

- Same day sick appointments
- Two ways to access care via video visits and in-person visits
- Primary care and specialist physicians
- Most HMO, PPO and Medicare Advantage insurance plans accepted
- Offices and urgent care centers conveniently located throughout Orange County

# The Hoag Network



The Hoag Personal Service team is here to help. Call **800-400-HOAG (4624)** (TTY: 711) for general questions, insurance information, physician referrals, and more.

Visit [hoag.org/locations](http://hoag.org/locations) for additional information on locations and services.



## Hoag Health Centers

Hoag Health Centers offer a variety of services, including primary and specialty care, imaging, laboratory services and physical therapy. To contact a Hoag Health Center, call **800-400-HOAG (4624)**.

- 1 **Aliso Viejo**  
26671 Aliso Creek Road
- 2 **Costa Mesa**  
1190 Baker Street
- 3 **Foothill Ranch**  
26672 Portola Parkway
- 4 **Huntington Beach**  
19582 Beach Boulevard
- 5 **Irvine – Sand Canyon**  
16105-16405 Sand Canyon Avenue
- 6 **Irvine – Woodbridge**  
4870 & 4900 Barranca Parkway
- 7 **Irvine – Woodbury**  
6340-6352 Irvine Boulevard
- 8 **Newport Beach**  
500-520 Superior Avenue
- 9 **Newport Beach – Jamboree – On-Demand Care & Innovation Center**  
4699 Jamboree Road
- 10 **Tustin Legacy**  
15000 Kensington Park Drive

## Hoag Urgent Care

- 11 **Aliso Viejo**  
26671 Aliso Creek Road, Suite 101  
949-791-3107
- 12 **Foothill Ranch**  
26672 Portola Parkway  
949-557-0710
- 13 **Huntington Beach**  
19582 Beach Boulevard, Suite 180  
714-477-8050
- 14 **Huntington Harbour**  
5341 Warner Avenue  
714-477-8450
- 15 **Irvine – Los Olivos**  
8607 Irvine Center Drive  
949-557-0600
- 16 **Irvine – Orchard Hills**  
3877 Portola Parkway  
949-557-0720
- 17 **Irvine – Sand Canyon**  
16205 Sand Canyon Avenue  
949-557-0000
- 18 **Irvine – Woodbridge**  
4900 Barranca Parkway  
949-791-3106
- 19 **Irvine – Woodbury**  
6340 Irvine Boulevard  
949-559-6500
- 20 **Monarch Beach**  
24060 Camino Del Avion, Suite A  
Dana Point, CA 92629  
949-557-0870
- 21 **Newport Beach**  
500 Superior Avenue, Suite 160  
949-791-3006

## Hoag Urgent Care continued

- 22 **Newport Coast**  
21115 Newport Coast Drive  
949-557-0730
- 23 **Santa Ana – Hoag Fly Well Clinic**  
18601 Airport Way, Space 1121  
Located past security in Terminal B  
949-557-0667
- 24 **Tustin Ranch**  
2560 Bryan Avenue, Suite A  
714-477-8430
- 25 **Tustin Legacy**  
15000 Kensington Park Drive,  
Suite 170  
714-477-8300

## Hoag Medical Group

- 26 **Aliso Viejo – Hoag Health Center – Internal Medicine & Pediatrics**  
26671 Aliso Creek Road  
Suites 200, 202 & 206  
949-791-3104 – Internal Medicine  
949-791-3105 – Internal Medicine & Pediatrics
- 27 **Costa Mesa – Family Medicine**  
1170 Baker Street, Suite H1  
949-791-3250
- 28 **Costa Mesa – Internal Medicine**  
1190 Baker Street, Suite 105  
949-791-3250
- 29 **Foothill Ranch – Hoag Health Center – Family Medicine, Internal Medicine, Pediatrics & Specialists**  
26672 Portola Parkway  
949-557-0750 – Family Medicine,  
Internal Medicine  
949-557-0760 – Pediatrics
- 30 **Fountain Valley – Family Medicine & Internal Medicine**  
8970 Warner Avenue  
714-477-8400
- 31 **Huntington Beach – Hoag Health Center – Family Medicine, Internal Medicine, Pediatrics & Specialists**  
19582 Beach Boulevard  
Suites 250 & 350  
714-477-8020 – Family Medicine,  
Internal Medicine &  
Sports Medicine  
714-477-8001 – Pediatrics
- 32 **Huntington Harbour – Internal Medicine & Endocrinology**  
5341 Warner Avenue  
714-477-8490
- 33 **Irvine – Hoag Health Center Woodbridge**  
4870 Barranca Parkway, Suite 300  
949-791-3240
- 34 **Irvine – Hoag Health Center Woodbridge – Pediatrics & Family Medicine**  
4900 Barranca Parkway  
949-791-3103
- 35 **Irvine – Hoag Health Center Woodbury – Family Medicine**  
6340 Irvine Boulevard  
949-559-6500

## Hoag Medical Group continued

- 36 **Irvine – Los Olivos – Family Medicine**  
8607 Irvine Center Drive  
949-557-0600
- 37 **Irvine – Orchard Hills – Family Medicine**  
3877 Portola Parkway  
949-557-0720
- 38 **Irvine – Hoag Health Center Sand Canyon – Internal Medicine & Specialists**  
16300 Sand Canyon Avenue, Suite 311  
949-791-3101
- 39 **Irvine – Sand Canyon Avenue – Pediatrics**  
16100 Sand Canyon Avenue, Suite 245  
949-557-0640
- 40 **Laguna Beach – Family Medicine**  
370 Ocean Avenue  
949-557-0610
- 41 **Newport Beach – Fashion Island Area – Allergy & Immunology**  
400 Newport Center Drive, Suite 401  
949-791-3202
- 42 **Newport Beach – Fashion Island Area – Internal Medicine**  
360 San Miguel Drive, Suite 105  
949-717-0072  
360 San Miguel Drive, Suite 300  
949-557-0830
- 43 **Newport Beach – Hoag Health Center – Pediatrics**  
500 Superior Avenue, Suite 270  
949-791-3370
- 44 **Newport Beach – Hoag Health Center – Family Medicine, Internal Medicine, Pediatrics & Specialists**  
510 Superior Avenue, Suites 200B-D  
949-791-3001
- 45 **Newport Beach – Jamboree – Hoag On-Demand Care & Innovation Center – Family Medicine**  
4699 Jamboree Road  
949-791-0951
- 46 **Newport Beach – Old Newport Boulevard – Internal Medicine**  
415 Old Newport Boulevard, Suite 101  
949-791-3008
- 47 **San Clemente – Family Medicine & Internal Medicine**  
1031 Avenida Pico, Suite 203  
949-557-0820
- 48 **Tustin Legacy – Hoag Health Center – Family Medicine, Internal Medicine & Pediatrics**  
15000 Kensington Park Drive,  
Suites 200 & 250  
714-477-8320 – Family Medicine  
& Internal Medicine  
714-477-8310 – Pediatrics

# Your Care

Hoag is synonymous with quality health care, state-of-the-art facilities and a personalized approach to Medicine. By choosing a Hoag Medical Group physician you receive access to the Hoag network of renowned specialists and services.

## Your Health and Safety Matters

Hoag remains your trusted health care partner. We adhere to all safety guidance from the Centers for Disease Control and Prevention (CDC), Centers for Medicare and Medicaid Services (CMS), California Department of Public Health (CDPH) and local county public health departments.

To continue to keep our community healthy, the following safety measures are being followed:

- Enhanced cleaning protocols and safety policies at our hospitals, health centers, urgent care facilities and clinics
- Digital tools, including telehealth, to connect our patients to their providers via video visits
- Waiting areas are socially distanced in lieu of traditional waiting room spaces
- Face masks or cloth coverings are required and must cover the individual's mouth and nose

Rest assured that should you become ill or injured, Hoag is here for you. Please do not delay care if you are experiencing potentially life-threatening medical conditions, such as a stroke or heart attack.

## Creating a Partnership with Your Physician

At Hoag Medical Group, we offer a comprehensive group of physicians. We feel confident that your physician will serve you and your family for the years to come.

## Selecting a Physician

If you need help choosing a doctor, call 855-450-4HMG (4464) (TTY: 711) or visit our online physician directory at [www.hoagmedicalgroup.com/physicians](http://www.hoagmedicalgroup.com/physicians).

## Changing Your Physician

Please note that you can change your primary care physician at any time. Simply contact the customer service number listed on the back of your insurance card and provide the representative with the name of the physician you choose.

Depending on your health plan, the change may take up to 45 days to become effective.

## Your Care

We are honored to partner with you and your family for all of your health care needs. We value your feedback on the care and service we provide. Please let us know if there is anything we can do to improve your experience.

We take this feedback very seriously and use it to recognize our staff and to help us improve care at Hoag.

Thank you for choosing Hoag for your health care needs and please accept our heartfelt wishes for a healthy future for you and your family.

## Scheduling

Once you've selected a doctor, go online to [hoagmedicalgroup.com](http://hoagmedicalgroup.com) to schedule an appointment.

## First Time Visits

First time visits are always pre-scheduled to provide the appropriate time and attention required. If it is your first time visiting the doctor, once your appointment has been scheduled, we recommend you follow the below steps by visiting our website, [www.hoagmedicalgroup.com/patients/patient-forms](http://www.hoagmedicalgroup.com/patients/patient-forms).

1. Download and complete the new patient paperwork. If you prefer, you can also contact the office to email it to you.
2. Transfer your medical records from your existing doctor to Hoag Medical Group and bring to your first appointment. This can be done by completing the Records Release Form that can be found on [HoagMedicalGroup.com](http://HoagMedicalGroup.com) under Patient Forms. (Patients must be the one to initiate a medical records transfer.)
3. Take the following items to your first appointment:
  - Current medications
  - Immunization records (for children and adults)
  - List of questions to ask the doctor

## First Appointment Checklist

To make your appointment successful, we recommend you arrive 30 minutes before your exam appointment and bring your:

- Mailing address, cell/text contact number, and primary email address
- Completed paperwork
- Insurance Card
- Photo ID
- Current medications (preferably in Pharmacy containers)
- Medical records and lab results
- Immunization records (for children and adults)

Additionally, be prepared to discuss your top health concerns, priorities and preferences.

During the exam it is also the time to explain or disclose anything significantly unique about you or your health. Candid disclosures can often lead to the physician having the best understanding of your health to determine the appropriate treatments.

## Canceling an Appointment

We know missed appointments are sometimes unavoidable, but they are also an opportunity for someone else to see the doctor. If you can't make your scheduled appointment, please call your doctor's office at least 24 hours in advance. When you call, we will be happy to reschedule your appointment for a more convenient time.

Even if you have to cancel at the last minute, please call so we can try to accommodate someone else.

Patients that arrive late or cancel the same day may be charged a fee.

## Late Arrivals

If you experience a delay and are unable to arrive at your appointment time, please call the office to discuss your options. We do offer a 15-minute grace period for our patients.

Patients that arrive late may have to wait for the first available opening, be scheduled with a different physician, or may need to be rescheduled for another date.

## Same Day Appointments

Hoag Medical Group accommodates same-day appointments for sick visits. Call for an appointment and we will review the options and providers that are available that day. First time visits are always pre-scheduled to provide the appropriate time and attention required.

## Walk-In

Patients that arrive at our offices without an appointment will be asked to describe their problem or condition. As appropriate, they may be instructed to proceed to a Hoag Urgent Care or Emergency Room. If appropriate and there is physician availability, they will be scheduled for a same-day visit for the best available time.

## Reason for Visit

It's important to clearly tell us the primary reason you are scheduling an appointment so we can prepare and follow protocols to best assist you and address the issues.

## Types of Adult Exams/Visits

- **New Patient/Initial Visit:** The new patient visit addresses and establishes care with your chosen primary care physician. Instructions and required forms are explained in the prior sections; First Time Visit and First Time Appointment Checklist.
- **Annual Wellness Visit (for Medicare patients):** Annual visit to set preventative goals to improve your health. This visit does not include review of ongoing conditions. Chronic disease management is addressed in routine visits.
- **Physical Exam:** Your Annual Preventative Care visit is an age-appropriate physical exam with the purpose to identify and reduce future risk factors. This visit will not include evaluation or management of a new diagnosis or condition, treatment of an existing or chronic illness, prescription of new or adjustment to existing medications. These additional services may be provided during the same visit at your request however, they are not covered as part of the Preventative Care exam and will result in a separate evaluation charge as a Non-Preventative Care visit.
- **Same Day or Sick Visit:** Same day visits include current illness or injury.
- **Follow Up Visit:** This visit addresses conditions and follow up on diagnostic results, and review of current treatment plans.

# Your Care continued

- **Back Office Visit:** Immunization, medication administration, weight checks, blood pressure checks, and other routine procedures as ordered by your physician. Visits last approximately 15 minutes.
- **Video Visit:** Video visits can be scheduled if you are an established Hoag Medical Group patient of any age. Video visits can be scheduled for most visit types. Exceptions are those requiring an in-person test or assessment, exams required for the completion of forms or well-child checks. Access to a smart device or computer with camera and internet/data is required. Hoag has taken precautions, as your trusted provider, to maximize the safety and cyber security of our patients. Our Zoom license is HIPAA compliant, which safeguards your medical information. For more information, visit <https://hoagmedicalgroup.com/video-visits/>

## Manage Your Visit

During your visit the physician and staff will focus on your top priority. If multiple issues need to be addressed, it may become necessary to schedule additional visits.

## Flu Shots

Flu vaccination begins in the fall, and ends in late spring. We offer several types to fit the needs of our patients: High-dose, egg free, preservative free, and mist, per availability.

## Types of Pediatric Visits

**Same Day or Sick Visit:** Same day visits include current illness or injury.

**Well Visit or Physical:** Pediatric patients are seen for well visits often during the first two years of life and then annually beginning on their third birthday. Ages: 2-5 days, 2 weeks, 2, 4, 6, 9, 12, 15, 18 month visits. At these visits, the pediatrician will examine your child and discuss his or her growth and nutrition, behavior and development, immunizations, safety, and answer any questions or concerns. Please be aware that coverage varies by insurance and certain lab tests, some pediatric standardized screening tests, or radiologic procedures may not be covered by your insurance under preventative care.

**Back Office Visit:** Immunization, medication administration, weight checks, blood pressure checks and other routine procedures as ordered by your physician.

**Prenatal Visit:** Hoag Pediatrics offer a complimentary Prenatal Visit with any of our pediatricians. Some expecting parents prefer to meet with the pediatrician during the pregnancy.

## Child Immunizations

Hoag Medical Group is committed to vaccinating children. We follow the American Academy of Pediatrics schedule and guidelines.

## Sports Physicals

Our Sports Physicals include:

- Review of your child's and your family medical history
- An overall physical exam focusing on weight, height, blood pressure, vision, heart, lungs, muscles, and joints
- Required forms and paperwork completed

If the patient has not been seen for a well exam within the last 12 months, this exam may be covered by insurance. This exam is limited to a basic sports physical exam and additional services may be provided for an added fee.

Sports physicals are provided by Hoag Medical Group pediatricians and family medicine physicians in primary care offices. Hoag Urgent Care also provides sports physicals in the urgent care locations.

Contact a Hoag Medical Group location to schedule a sports physical or visit your local Hoag Urgent Care.

## Refilling Your Medication

To have your prescription refilled, call your pharmacy.

The pharmacy will contact your doctor's office for prescription verification. Some medications cannot, by law, be refilled directly from the pharmacy, and will require an in-office exam. An appointment should be scheduled in advance of needing a refill.

## How to Get Your Test Results

Test results vary greatly as to when they are available. Ask your physician to explain when and how you will receive your results. Test results also vary in how they can best be communicated. Although many results can be provided via phone or patient portal, some will require an in-office visit.



## **Your Office Care Team**

When you choose Hoag Medical Group, you gain access to a comprehensive care team that is comprised of the following individuals:

**Physician** – Your physician serves as your leader and guides you through your journey toward reaching your health goals.

**Medical Assistant** – Your physician’s medical assistant is your initial point of contact should you have questions or need to reach your doctor. They work closely with your physician to coordinate your care.

**Front Office** – Your front office assistant is here to greet you and help you get acquainted with the office. They can assist you with your insurance questions and will check you in to see your provider and will collect all applicable copays.

**Nurse Practitioner & Physician Assistants** – NP & PA’s diagnose and manage most common and many chronic illnesses. They are authorized to perform physical examinations, order and interpret diagnostic tests, provide counseling and education, develop treatment plan and write prescriptions.

## **Appointment Scheduler**

Appointments are made by visiting [hoagmedicalgroup.com](http://hoagmedicalgroup.com) or calling the specific location you wish to visit. Locations can be found in this handbook and online. If you choose to call to schedule your appointment, contact the location you wish to visit and follow the telephone prompts to make an appointment. Your scheduler will be able to provide basic information about the physician you would like to see.

## **Care Manager**

Our Care Manager team is made up of Clinical Nurse Navigators and licensed Clinical Social Workers. With a focus on patients with multiple medical conditions, we place a clinical nurse navigator at the center of your health care, alongside the doctor, to better coordinate your specific care needs. With a physician referral, our clinical nurse navigator and case manager will be provided to assist with your care coordination.

## **Health Plans Accepted**

Hoag Medical Group accepts most HMO, Medicare Advantage, POS, PPO and EPO plans, including Medicare.

To find out if we accept your health plan, call our customer service department at 855-450-4HMG (4464) (TTY: 711) or visit [hoagmedicalgroup.com/patients/insurance-accepted](http://hoagmedicalgroup.com/patients/insurance-accepted).

## **Seeing a Specialist**

We offer world-class specialist physicians in a wide range of medical specialties. Depending upon your insurance plan, you may need a referral from your primary care physician or authorization from your insurance plan to see a specialist. For help in selecting a specialist, please talk to your primary care doctor to obtain a referral or recommendation for a specialist that will help you meet your health goals.

As a Hoag Medical Group patient, your continuity of care is of the utmost importance. If you are in the middle of a medical treatment or have any scheduled procedures or services, please let your primary care physician know so that we can assist you.

## **Outpatient Services**

Hoag offers a variety of outpatient services, including imaging, lab, physical therapy, diabetes education and more. These services are offered at several locations throughout Orange County. Depending on your insurance plan, you may need a referral from your primary care physician or authorization from your insurance plan.

## **Utilization Management Process**

Utilization Management comprises the referral process for approvals or denials of requested services and applies to managed care patients, including those with HMO and Medicare Advantage plans. Utilization Management’s decision is based only on appropriateness of care and services, required for each patient’s individual needs, subject to the evidence of coverage and benefits contractually available to you. No restriction is placed on any of our providers that precludes discussing appropriate treatment options with you.

## Your Care continued

Utilization Management staff personnel or Hoag Medical Group physicians do not receive any compensation nor are given any financial incentive that would encourage barriers to care and service or encourage decisions resulting in underutilization. Requests for coverage of services are reviewed to determine that the service is a covered benefit under the terms of your health plan and that the services delivered are consistent with established guidelines.

Evidence based criteria is utilized for decision making and is available upon request. If your referral is denied for any reason, you will receive written notification along with a reason for the denial. If you have any questions about this process, please contact your primary care physician directly, or you may contact our member services at 877-HMG-2778 (TTY: 711) or [member.services@hoag.org](mailto:member.services@hoag.org).

Upon request, the UM Department will provide the current UM policy, procedure and/or criteria used to authorize, modify or deny health care services to members or persons designated by a member.

### **Appealing a Decision for Denial of Service**

If you are a commercial HMO or Medicare Advantage patient and for any reason are denied a medical service, you will receive a letter that explains the circumstances and provides detailed instructions on how to file an appeal with your health plan.

In the event a request for coverage is denied, you, or your provider acting on your behalf, may appeal this decision through the appeal process and, depending on the specific circumstances, to an external utilization review organization, which uses independent physician reviewers, a governmental agency or the plan sponsor.

If you wish to request the UM information/criteria that was used in making the decision for your denial of service, please contact our Member Services at 877-HMG-2778 (TTY: 711). Upon request we will provide this information to you.

When your health plan receives your appeal, Hoag Medical Group will obtain your records and the health plan will determine to uphold or reverse the decision and will notify you of their decision.

If you have grievances about the quality of care and/or services, you can file a complaint with your health plan. If you need assistance obtaining grievance forms from your individual health plan, you may contact our Member Services Department.

### **Specialty Physician Referral**

To check the status of a specialty physician referral, please call 949-688-2774 (TTY: 711), Monday through Friday, 8 a.m. – 5 p.m.

### **Medicare**

Hoag Medical Group accepts Medicare and Medicare Supplement insurance plans, in addition to Medicare Advantage plans. If you have insurance through Medicare, we encourage you to contact the Hoag Medical Group Personal Service Team to ensure your ongoing access to Hoag at 855-505-9312 (TTY: 711) or visit [www.hoagmedicalgroup.com/insurance/medicare](http://www.hoagmedicalgroup.com/insurance/medicare).

Let our experts at Hoag help you navigate through the Medicare maze.

### **Copayments and Billing**

Most insurance plans require a copayment, which is due at the time of service. Payment toward your deductible may also be requested. After your appointment, your insurance will be processed, and you will be billed for any services not covered by your insurance plan. If you are uncertain whether a particular service is covered, please call your insurance plan directly.

If you have questions about a bill, please call the phone number listed on the billing statement.

### **Interpretive Services and Audio Assistance**

Should you need language assistance, please contact your physician's office so they can best coordinate your needs. Language assistance is provided to patients free of charge.

## Customer Service

Our customer service team is available to answer questions or concerns you may have regarding health care services provided by our physicians. If you have general questions or need help with locating our facilities, please call 855-450-4HMG (4464) (TTY: 711).

## Office Protocols and Guidelines

Only trained service animals are permitted in the office.

Adult patients visiting us for in-room exams, who have children under 12 with them, are not able to leave them unsupervised and should expect them to be present during their exam.

Children need to be accompanied by their legal guardian during a Pediatric visit. A signed, parental consent would need to be provided for a non-legal guardian to bring a child to a Pediatric visit.

All offices are a weapon/gun free environment.

Respect for each other is practiced in our offices. We expect communication and interactions to be conducted in a respectful manner.

## Hospitalist Program

Should you require a hospital stay, you will be seen by a hospitalist – a physician who specializes in hospital based medicine.

Our hospitalists are solely dedicated to caring for patients in the hospital. On-site 24 hours a day, seven days a week, the hospitalist will respond quickly to changes in your condition, order and review tests, consult with specialists, and stay in close contact with you and your family.

The hospitalist and your physician are associates and will communicate regularly to ensure continuity, resulting in high quality care.

Additionally, after you are released from the hospital, a discharge summary will be sent to your physician. This summary will provide details on the hospital care, test results, and discharge plans, which will all help to facilitate your transition from the hospital to the outpatient care facility.

## Available Clinical Trials

The Hoag Medical Group Research Program is involved in a number of clinical trials and research studies to evaluate the safety and effectiveness of innovative treatments and diagnostics. Our clinical research staff and physicians are dedicated to the advancement of medicine through active research in the following areas:

- Allergy & Immunology
- HIV
- Type 1 & Type 2 Diabetes

## Advance Health Care Directives

An advance health care directive is the best way to make sure your health care wishes are known and considered if, for any reason, you are unable to speak for yourself. It also lets you name someone else to make health care decisions for you if you become unable to make these decisions.

A free, easy-to-read copy of an advance health care directive can be downloaded at <https://prepareforyourcare.org/advance-directive-library>. It is available in English, Spanish, Chinese, Korean and Vietnamese.

You may also call the Caring Connection at 800-658-8898 (TTY: 711) or visit [www.caringinfo.org](http://www.caringinfo.org) for general information or to receive advance health care directive forms.

# Hoag Connect MyChart Patient Portal

## Convenient Online Access to Your Health Records at Any Time

Hoag Medical Group offers you access to Hoag Connect MyChart®, an easy-to-download portal that gives you access to your health records.

Hoag Connect MyChart gives you access to view test results, send messages to your provider's office, request a prescription refill and schedule your next appointment – all from the convenience of your laptop or mobile device.

## Your Health Information and Privacy are Always Protected

Only you and your provider's office have access to your Hoag Connect MyChart account. Your account is secure and password-protected. We use the latest technology to protect your records. You can review our privacy and security policies at [hoagconnect.org](https://hoagconnect.org).

## Sign Up for Hoag Connect MyChart in Three Easy Steps

- 1. Ask your Hoag provider's office to turn on your Hoag Connect MyChart account.** You will be provided with an online activation code (either by email or a physical copy). If you already have a MyChart account through Hoag Hospital, you will still need a new activation code from your Hoag provider's office to access Hoag Connect MyChart. Both accounts are important to maintain.
- 2. Activate your account.** Visit [hoagconnect.org](https://hoagconnect.org) and enter the activation code provided by your Hoag provider's office. You can also sign up without an activation code through an ID verification process.
- 3. For on-the-go access, download the free MyChart mobile app for iPhone or Android.** Search for and select Hoag Connect in the MyChart app. Follow the guided steps on the app to sign up.



## Use Both Hoag Connect MyChart and Hoag Hospital MyChart to Access all of Your Health Care Information

You'll still need to sign up for Hoag Connect MyChart in order to interact with your provider's office if you already use Hoag Hospital MyChart. For more information about how to link the two accounts, visit [hoagconnect.org](https://hoagconnect.org).

If you have questions, visit our Frequently Asked Questions page at [hoagconnect.org](https://hoagconnect.org).

If you need help with Hoag Connect MyChart, call 949-688-2772 (TTY: 711).



# After Hours Care

For non-emergency health issues, an appointment with your personal physician should always be your first choice. But if your doctor isn't available and you need care at night or on the weekend, we offer the following options:

## Nurse Advice Line

Registered nurses are available over the phone 24 hours a day, 7 days a week to provide medical advice and guidance. Call our Nurse Advice Line at **949-688-2773 (TTY: 711)** any time of the day or night.

## Emergency Care

If you have a life-threatening emergency, call 9-1-1. If you experience an injury or condition that could endanger your health if not treated immediately, you should seek emergency care at the nearest emergency room and then notify your primary care physician as soon as possible.

## Urgent Care

Before heading to the ER, think about whether your situation poses an immediate, serious threat. If not, one of our Hoag Urgent Care locations could be a better fit. Urgent care offers a more convenient alternative for situations that require immediate medical attention, but are not life threatening.

Urgent care facilities will accept your primary care physician office copay. We recommend you contact your insurance company to determine your urgent care copay.

For Hoag Urgent Care locations, see page 13. You can also visit [www.hoagurgentcare.com](http://www.hoagurgentcare.com) for more information.

## Conditions Treated at Urgent Cares

Hoag Urgent Care facilities treat a wide variety of illnesses and injuries, such as:

Illnesses	Injuries
• Cough/Cold	• Cuts
• Sore Throat	• Open Wounds
• Fever	• Infections
• Flu Symptoms	• Stings & Bites
• Congestion	• Back Pain
• Earache	• Muscle Pain
• Headache	• Fractures
• Body Aches	• Broken Bones
• Stomach Pain	• Sprains
• Vomiting	• Sunburns
• Diarrhea	• Rashes
• Urinary Issues	• Minor Burns
• STDs	

The following should be treated by calling **9-1-1** or at the nearest Emergency Department:

- Crushing Chest Pain
- Loss of Consciousness
- Severe Bleeding
- Trouble Breathing
- Signs of Stroke

# Hoag Urgent Care

## Save Time When You Check In Online

Check-in before you arrive at Hoag Urgent Care. Visit [www.hoagurgentcare.com](http://www.hoagurgentcare.com)

## View Wait Times

- See estimated wait times at all locations
- A location a short distance away, may have a lower wait time
- Know what to expect so you can plan ahead

## Hold Your Spot in Line

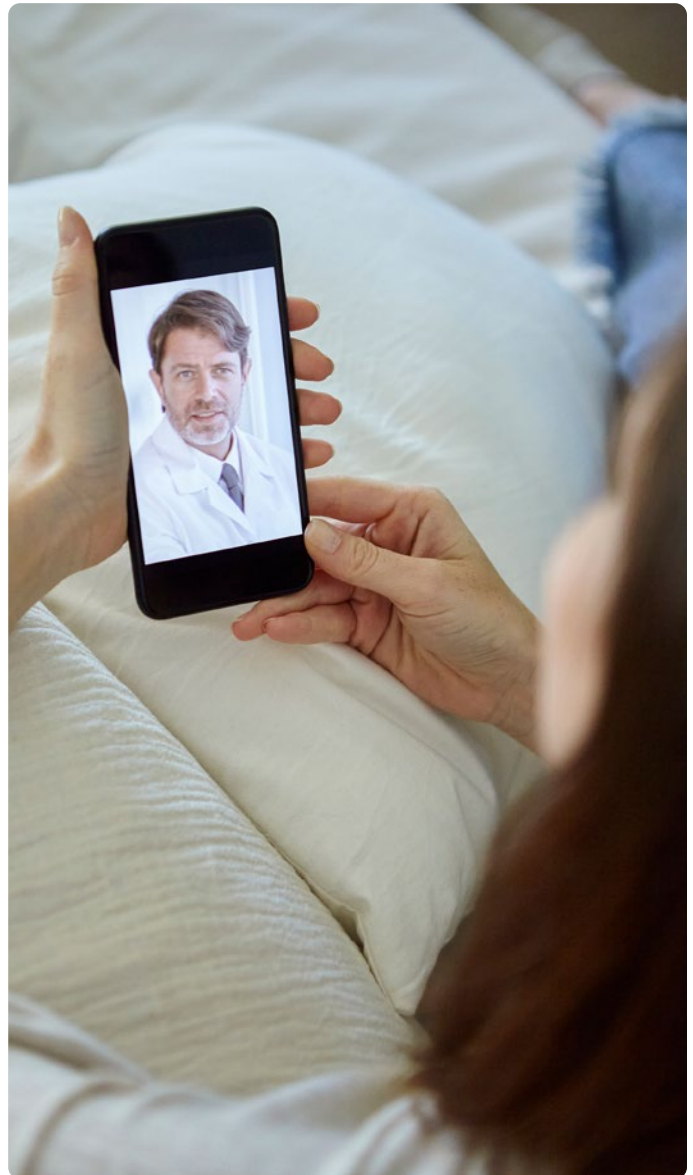
- Reserve your spot to hold your place in line
- The reservation time is our best estimate based on average visit times. Due to the high variability in medical situations, exact times cannot be guaranteed, but your place in line will be held

## Video Visits

In addition to coming to one of our 15 urgent care locations, we are now also offering telehealth video visits to help you get the medical care you need from the convenience of your home. For more information on how to initiate a video visit, go to <https://hoagurgentcare.com/telehealth/>

Hoag Urgent Care treats most illnesses and injuries over video. Access to a smart device or computer with camera and internet/data is required. If your issue does require an in-person visit, lab tests or X-rays, we will seamlessly complete your visit in-person. In most instances, you will be able to continue your visit with the same provider. We treat both adults and children. For any patient under 18, a parent must be available during the visit.

All security safeguards are taken with our video platform. We are committed to protecting the privacy of every individual who uses our services. We comply with all relevant state, national and international laws and regulations, including the U.S. Health Insurance Portability and Accountability Act of 1996, known as HIPAA. Unless permitted or required by law, your medical information will not be shared without your consent.



# Patient Rights & Responsibilities

Hoag Medical Group is committed to partnering with you to maintain good health.

## **As a patient, you have the right to:**

- Receive care without regard to race, ethnicity, national origin, religion, sex, age, mental or physical disability or medical conditions, sexual orientation, claims experience, medical history or genetic information.
- Receive information about Hoag Medical Group, its services, and health care providers.
- Be treated with professionalism, respect, courtesy and dignity.
- Have all matters considered with privacy and confidentiality.
- Participate in decisions about your health care and treatments, as well as receive adequate information about your diagnosis and proposed treatment plan from your health care provider.
- Engage in a candid discussion of appropriate or medically necessary treatment option for your condition, regardless of cost or benefit coverage.
- Refuse any procedure or treatment if you so desire, and be told what effect this may have on your health.
- Be informed of abnormal test results in a timely manner.
- Obtain a second opinion by another network provider.
- Have access to acute medical care 24 hours a day, and through emergency room coverage every day of the year if you have a life-threatening medical condition.
- Have the physician whom you visit focus his or her best efforts on your behalf in order to make a diagnosis and develop a proposed treatment plan based on the information available at the time of the visit.
- Voice complaints or appeals about Hoag Medical Group or the care provided.
- Know that Hoag Medical Group specifically does not reward practitioners or other individuals conducting utilization review for issuing denials of coverage, service or decisions that result in under-utilization.

- Submit to the organization a request for an amendment to the medical record if upon review you believe any item or statement is incorrect or incomplete. You may contact Medical Records if you need assistance or would like a complimentary form to assist you.
- Be represented by parents, guardians, designated family members or other conservators for those who are unable to fully participate in their treatment decisions.

## **As a patient, you have the responsibility to:**

- Provide your health care provider with complete and accurate information.
- Follow the treatment plan agreed upon by you and your physician, and notify him/her of any significant changes in your condition.
- Recognize that your primary care physician will provide the care he or she is trained to provide prior to seeking consultation with a specialist.
- Know the benefits, limitations and exclusions of your insurance coverage.
- Pay for services rendered, including co-payments and deductibles.
- Understand that before specialty care may be obtained, you must receive a referral from your primary care physician, if required by your insurance company.
- Give adequate notice of delay or cancellation of scheduled appointments.

## Patient Rights & Responsibilities Continued

- Contact your primary care physician for perceived urgent medical needs or questions.
- Designate a family member(s) or other conservator(s) if you are unable to participate in treatment decisions.
- Know how to access health care services for routine, urgent and emergency situations. An emergency is a serious condition requiring immediate intervention. An urgent condition could either lead to a potentially harmful outcome if not treated or requires immediate attention (within 24 hours) due to the severity of the symptoms. A non-urgent condition includes a limited physical exam or follow-up of acute or chronic medical or surgical conditions.
- Receive information about the organization, its services, its practitioners and providers, and patient rights and responsibilities.

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## Privacy Practices

We understand that medical information about you and your health is personal. As one of several custodians of your Protected Health Information, we are committed to protecting the privacy of such information as required by law, professional accreditation standards, and our internal policies and procedures.

As of April 14, 2003, the Health Information Portability and Accountability Act's (HIPAA) Privacy Rule took effect. We invite you to request a detailed Notice of Privacy Practices ("NPP") to acquaint you with the provisions of this rule.

The NPP describes how medical information about you may be used and disclosed and how you can access this information. Our Notice of Privacy Practices are available at any of our Hoag Medical Group locations. To obtain a copy of the NPP, please contact your physician's office or for an electronic copy, visit the Hoag Medical Group website at <https://hoagmedicalgroup.com/legal/>.







# Notes

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## RESOURCES

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**Member Services:**

877-HMG-2778 (TTY: 711)

**Nurse Advice Line:**

949-688-2773 (TTY: 711)

**Billing:**

877-789-2163 (TTY: 711)

**Specialist Referral Line (check referral status):**

949-688-2774 (TTY: 711)

**Insurance Information Services:**

855-450-4HMG (TTY: 711)

**Refill Line:**

949-688-2775

## HOAG SERVICES

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**Hoag's Personal Service Team**

800-400-HOAG (4624)

**Hoag's Main Line**

949-764-HOAG (4624)

**Radiology and Imaging Appointments**

949-764-5573

**Hoag Family Cancer Institute**

949-764-5542

**Pickup Family**

**Neurosciences Institute**

949-764-6066

**Jeffrey M. Carlton Heart  
& Vascular Institute**

949-764-5871

**Hoag Digestive Health Institute**

888-574-8029

**Hoag Spine Center**

949-764-1411

**Hoag Women's Health Services  
Breast Center**

877-710-3370

**Women's General Information**

800-400-HOAG (4624)

**GYN and GYN Surgery**

877-827-6684

**Maternity Tour**

949-764-BABY (2229)

**Prenatal Classes/OB Education**

866-300-1671