



West County  
Health Centers

*Caring for our Communities*  
a californiahealthcenter

**Occidental Area Health Center**

3802 Main Street, PO Box 100  
Occidental, CA 95465  
Phone: (707) 874-2444  
Fax: (707) 874-1664

**Hours:** Mon-Thurs 9:00am-8:00pm  
Fri: 8:00am-4:00pm  
Saturday: 9:00am-12:00pm

**Russian River Health Center**

16387 First Street, PO Box 226  
Guerneville, CA 95446  
Phone: (707) 869-2849  
Fax: (707) 869-1477

**Hours:** Mon-Fri 9:00am-8:00pm  
Saturday: 9:00am-12:00pm

**Gravenstein Community Health Center**

652 Petaluma Ave., Suites H/D  
Sebastopol, CA 95472  
Phone (707)823-3166  
Fax: (707) 869-8170

**Hours:** Mon-Fri 9:00am-8:00pm  
Saturday: 9:00am-12:00pm

We want to provide the best possible care for you and your family.  
**Please take a minute to read this important information.**

**Your Primary Care Provider:** \_\_\_\_\_

**MEDICAL HOME**

At West County Health Centers, Inc., we believe that you should have access to a “medical home” where you can establish a long-term relationship with one medical provider and a team of healthcare professionals who will provide a familiar, safe, and culturally sensitive atmosphere to partner with you in meeting your healthcare needs.

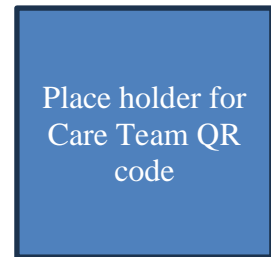
We believe that you are the leader of your healthcare team and have the right to choose your medical provider and health care team. It is our responsibility to help equip and empower you in your pursuit of health and wellness.

**COORDINATING CARE:**

Please help us and allow us to coordinate your care by providing us with all of your information. Let us know if you are seeing other providers on a regular basis or using other health care services so we may consult to better serve you.

A detailed overview of additional services available within West County Health Centers is available later in this guide.

*Please note the above QR Code will bring you to the following website: {Enter URL to Provider Care Team list}  
(Link may change slightly when Care Teams are updated)*



Scan here to view:  
{Provider Name}  
Care Team

**CHILDREN AND YOUNG ADULTS**

Children under 18 years of age must be accompanied by a parent or bring a note from their parent giving WCHC permission to treat their child. Patients may need to be rescheduled if this requirement is not met. We offer confidential services at primary care sites by appointment for youths aged 12 and up. For Well Child Exams at our primary care sites, youths aged 12 and up will be initially roomed without parent or guardian. For Web Patient Portal access, please note that proxy access to your child’s patient portal account is available but is restricted for patients between the ages of 12 through 17 to comply with CA Minor rights law. More details on the Web Portal, and on our available Youth Services programs, are noted later in this guide. The front desk is available to help explain your options at your next appointment.

**SENSITIVE SERVICES**

Sensitive services encompass sexual assault care; medical visits due to drugs or alcohol; pregnancy, prenatal care and obstetrics, and comprehensive reproductive health services; HIV counseling, testing, diagnosis, and care; testing, diagnosis, and treatment of STIs; and care related to abuse (domestic or otherwise). More information about these services can be requested from your care team.

These services can be scheduled **with or without** reminder notifications going to the primary account contact.

**ANYONE AGED 12 OR OLDER** can schedule these types of visits without parental consent or knowledge. **Patients under the age of 27** can seek anonymous visits for Sensitive Services through the Youth Services clinic, which is detailed later in this guide.

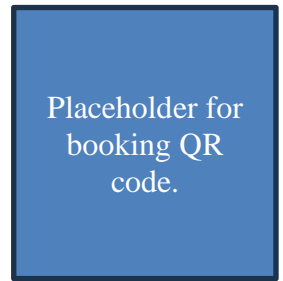
**WEB PORTAL**

West County Health Centers is pleased to offer you a secure Web Patient Portal using the Healow phone app that will allow you to communicate with your provider and Care Team using secure e-mail, request and view appointments, change your personal demographic information, view your medical history, and fill out questionnaires before your visit. Please note that Proxy access is available but restricted for patients between the ages of 12-17. Ask how to sign up at your next visit.

## APPOINTMENTS

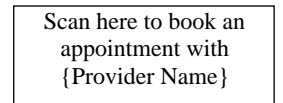
### TO MAKE AN APPOINTMENT:

Scheduling appointments is available on our homepage at [www.wchealth.org](http://www.wchealth.org), or by calling our call center. Please tell us what your medical needs are so that we can schedule you for adequate time with your medical provider. If you are sick, we will do our best to see you the same day or the next day. Access for new patient appointments will be accommodated to the best of our scheduling capacity; often, we are scheduling these specific appointment types at 2-3 months in advance. We confirm appointments electronically prior to the visit and require your response for confirmation. Please make every effort to keep your appointments, and to keep your contact information up to date.



### TO CANCEL AN APPOINTMENT:

Please give us 24 hours' notice if you must cancel an appointment. This gives us enough time to schedule someone else who needs to be seen. You can cancel via appointment text/SMS reminders or by phone.



### AFTER HOURS CARE, WHEN WE ARE CLOSED:

Once care has been established, we have an on-call provider to assist you with urgent medical problems. They can be reached by calling the health center at the phone number above. Follow the instructions given to reach the answering service. You may have to give your name, date of birth, and phone number so that the provider can return your call. You can expect a call back from the provider on-call within 30 minutes.

Please note the above QR Code will bring you to the following website: <https://wchealth.info/HealowBookNow>

## WHAT TO BRING TO EVERY APPOINTMENT

**Please arrive a few minutes early for your appointment. There may be additional paperwork to complete or information to verify. If you are late, you may not be able to be seen and may be asked to reschedule.**

Please let the receptionist know if you have had a change of address, phone number, pharmacy, or insurance plan.

- **RECENT VISITS OR TESTS:** Inform us if you've been to the ER, hospital, or another provider, or if you have had any lab work or diagnostic tests since your last visit.
- **MEDI-CAL, FAMILY-PACT, OR INSURANCE CARDS:** Bring all proof of insurance to every visit. If you have private insurance, please verify with your insurance company that West County Health Centers is an in-network contracted provider. If your private insurance is an HMO, please verify that the physician listed as your primary care provider is a WCHC provider and associated Medical Group. As long as WCHC is an in-network provider and/or is listed as your primary care physician and clinic, you should be covered for any provider and any location at WCHC, and will be able to choose any WCHC provider who is accepting new patients as your primary care practitioner without requiring additional permissions from your insurance company. Please note that you will be responsible for the costs if insurance will not cover it, or if your insurance is not assigned to a WCHC physician.
- **CURRENT MEDICATIONS:** Bring your medication bottles.
- **IMMUNIZATION RECORDS**
- **YOUR CO-PAYMENT OR SHARE OF COST:** Payment is requested at the time of your visit. No one will be turned away for inability to pay.

## MEDICATION REFILLS

First call your pharmacy. They will contact us for verification. Allow a minimum of 3 business days after request to refill your medication. Please call your pharmacist with plenty of time before your medication runs out. Please note that some medications may require an appointment with your primary care provider for a refill prescription to be sent.

## LAB RESULTS

Sometimes it is necessary for your provider to order lab tests. Some tests can be done at the clinic but for others you may need to go to an outside laboratory. Most lab results are available within 7 to 10 days. We will notify you via portal or phone when your results have been received, and this may include a request for a follow-up appointment to discuss. Please do not call for lab results unless you have not heard from us in two weeks. **Please notify us of any changes to your contact information.**

## REFERRALS

Please speak with the medical provider during your appointment if you feel you need to see a specialist. Many insurance plans require prior authorization to see a specialist. You will be notified when the referral has been authorized, which will indicate that you can schedule with that specialist. Information will be provided; if you require additional assistance, please reach out to your Care Team.

## **COSTS**

No one will be turned away for inability to pay. West County Health Centers offers a sliding fee scale for income-eligible patients with no insurance. Payment plans may be arranged. We will ask you questions about your income to help us determine any fees. Please notify us if your income changes so that we can adjust our fees accordingly. We offer low and no-cost family planning services and programs to pay for certain medications. If cost is a concern, please ask our reception staff or call center for an appointment with an Access Coordinator, so that we can work with you on how best to assist.

## **MEDICAL RECORDS**

In order to provide you with comprehensive medical care, we need a copy of your medical history. We would be happy to assist you in requesting a copy of your past medical records.

Every patient has the right to obtain copies of their medical record from our facilities. It requires written authorization. Normally, it takes 10 business days to process your request. WCHC retains an off-site vendor for all medical record purposes, and their contact and business information can be provided upon request.

Your privacy is important to us. We, and all vendors with whom we contract, comply with all state and federal laws regarding the use of your medical information. If you have any questions, please ask to speak with your primary care clinic's manager.

## **INTEGRATED SERVICES AVAILABLE WITH WEST COUNTY HEALTH CENTERS**

### ***ACCESS COORDINATORS: (by appointment, available to all)***

Our team of Access Coordinators is available for in-person or phone appointments at each primary care site. They are trained to provide eligibility determinations for Covered California, and both eligibility determinations and application assistance for Medi-Cal/Partnership, CalFresh (food stamps), and more. They are also an integral part of WCHC in assisting patients with determining their eligibility for our cost-assistance programs, including a sliding fee scale, discount programs for certain medications, and annual caps on charges for income-eligible patients living with HIV. To make an appointment, please ask our reception staff or call center.

### ***BEHAVIORAL HEALTH: (individual appointments available by referral to patients with Medicare & Medi-Cal insurance plans)***

Behavioral Health services are an extension of the medical care you will receive and include collaboration with your medical provider. Behavioral Health Specialists are available to talk to you about what you would like help with, how these issues are impacting your life now, and what resources are available both within WCHC and in the community to address these needs. The types of care we provide can help with depression, anxiety, trauma, support for making important changes in your life to be more healthy. Behavioral Health care is provided in individual sessions (available to patients with Medicare & Medi-Cal insurance plans), in group sessions through our Wellness Services (available to any patient established with a WCHC primary care site), and by referral to external resources. Talk to your primary care provider if you would like to be connected to Behavioral Health services.

If you have a private insurance plan, speak with your insurance plan to learn where to find covered Behavioral Health treatment and support.

### ***COMPREHENSIVE REPRODUCTIVE HEALTH: (appointments available by referral)***

As part of our comprehensive reproductive health services, each of our clinic sites offers family planning and birth control. We also offer pregnancy and post-partum care. Family physicians provide full service prenatal care with delivery at Sutter Hospital in Santa Rosa. All pregnant patients are enrolled in a comprehensive perinatal health services program that provides education, referrals, childbirth preparation, and newborn care classes. After delivery, we offer nurse visits to check on the patient and new baby and extensive lactation support and consultations with our skilled lactation nurse.

These services can be accessed by calling your regular clinic number or by contacting our perinatal services program (707) 271-7147. We accept most insurances and can help to enroll pregnant patients in emergency Medi-Cal if needed.

### ***DENTAL: (appointments available to patients established with a WCHC primary care site; Partnership & Medi-Cal insurance is accepted)***

Dental services are available for WCHC patients of all ages at the Russian River Dental Clinic and Sebastopol Community Dental Clinic. We provide the following services under Medi-Cal approved guidelines: Oral Diagnostics: *Dental Exams & X-rays*; Preventative Treatment: *Cleanings, Sealants, Fluoride Application*; Operative Dentistry: *Tooth Colored Fillings, Crowns*; Removable Prosthodontics: *Partials & Dentures*; Oral Surgery: *Extractions*; Pediatric Dental Care including infant oral health education; Pregnancy Dental Care; Periodontal Treatment: *Non-surgical Treatment for Gum Disease*; Limited Endodontic Treatment; Emergency Diagnostics. *We currently do not offer dental implants, bridges, orthodontics, nitrous oxide, or general anesthesia (sedation).*

Our hours are 8AM-12PM, 1PM-5PM. We accept private pay/sliding scale, Medi-Cal, and Partnership Health Plan for patients. Call us at (707) 869-2933 to schedule services at either our Sebastopol or Guerneville locations.

***GENDER: (individual care through WCHC primary care provider or external referral, group visits available to all)***

Gender Affirming Primary and Specialty Care, including medical, behavioral, and mental health for all ages, is available at all WCHC sites, including Teen Clinic, Healthcare for the Homeless, and the Wellness Center. Access to quality, affirming care is a priority for WCHC aligned with our mission to reduce barriers to healthcare and health disparities. Gender affirming healthcare can mean different things for every person, inclusive of and not limited to: gender affirming primary & preventative care, mental health, hormone therapy initiation & management, gender affirming surgical referrals & perioperative support, and name/gender marker change ID support. In addition, we host a monthly All Ages Gender Expansive Services Clinic and a twice monthly Youth Gender Group, group medical visits prioritizing education & support, wisdom sharing, and community building, as well as a pipeline to access for 1:1 visits and new patients.

If you identify as transgender or gender expansive in any way, please let the scheduler know so we can prioritize scheduling you with one of our experienced providers. We want to address you correctly; while we will bill under your insurance name and gender, please offer us your name and pronouns used if they are different from your insurance billing information so we can appropriately address and serve you.

***HEALTHCARE FOR THE HOMELESS:***

Our Healthcare for the Homeless team at Third Street House offers primary care, behavioral health services, and intensive case management for WCHC patients who are experiencing homelessness or have experienced homelessness in the last 12 months, and also are not successfully engaging care with their usual primary care team.

We recognized that chronic homelessness often arises in the setting of multiple complex physical and mental health diagnoses and we employ low-barrier, trauma-informed, harm-reduction strategies to connect people experiencing homeless with services including comprehensive primary care, addiction medicine, counseling support, psychiatric access, nurse case management, dental access, wound care, harm reduction supplies, showers, food, and assistance with insurance sign up and housing service intake.

If these services would be helpful to you, please call or come in person to our Third Street House office and let the staff know how we can help you.

***HIV CARE: (available through WCHC primary care provider)***

WCHC offers a full range of consultative, diagnostic and treatment options for all stages of HIV integrated with comprehensive primary care and supportive services, in a commitment to improve the lives of people affected by HIV. All patients living with HIV have a registered nurse and social work care manager with specific HIV knowledge included in their dedicated care team.

All new patients living with HIV, when establishing care with WCHC, will meet with their HIV nurse care manager for an intake, healthy history review, and referrals as needed. It is also important to set an appointment with our Access Coordinators to review insurance, income, and residency verifications. As a Ryan White funded program, we are required to annually collect specific demographic, insurance, and income information from our patients living with HIV, and are able to offer sliding scales and an annual cap on charges to qualifying patients. Our access coordinators can provide additional information; our reception team and call center will be able to help you make that appointment.

***PSYCHIATRY: (appointments available to West County Health Centers primary care patients by referral)***

Psychiatry services are an extension of the medical care you will receive and include collaboration with your medical provider. Compassionate Psychiatry providers are available to talk to you about your mental health concerns, to discuss possible mental health medications that could benefit you, and to monitor and manage the mental health medications you are already taking. Talk to your primary care provider if you would like to be connected to our Psychiatry services.

***WELLNESS: (offers Individual Visits and Visits in a Group Setting to patients established with a WCHC primary care site)***

The Wellness Center's mission is to educate, support, and empower our patients to make sustainable changes in their day-to-day choices to improve their health and well-being. We believe that each person's health is a unique journey. Through collaborative partnerships between patients, integrative providers, and experts in complementary practices such as Acupuncture, BioFeedback, and Nutrition, we provide a Whole Patient model of care to WCHC patients.

Ask your Care Team or call us today at 707-887-0290 to see if we have consultations or group medical visits that can help you on your journey to wellness. We accept most major insurances, Medicare, Medi-Cal, and sliding scale. Some appointments will require a referral from your primary care provider.

***YOUTH SERVICES:***

The Youth Services program includes our **Teen Clinic** (serving patients 12 through 26) and our **School Based Health Centers** (for students on campus at Guerneville School, Laguna High, and Analy High). We provide compassionate, high-quality, accessible, affordable healthcare and support services for young folks in safe and non-judgmental spaces. Our Teen Clinic services are at the Gravenstein site in Suite F, with drop-in hours Monday-Thursday afternoons from 1:30pm-5:00pm. All our clinics offer walk-in visits, scheduled visits, and video or phone visits. Call (707) 887-0427 for more information.

**Teen Clinic** services include medical care with a focus on sexual health care (STI testing, prevention, treatment), pregnancy prevention & options counseling, STI testing & treatment, urinary & genital infection testing & treatment, cervical cancer screening, pelvic exams, gender affirming medical care, mental healthcare & referrals, food bank & food resources, peer education & support, and our substance use harm reduction program including safe needle exchange for all ages, Narcan distribution, and fentanyl test strips.

**School based clinic** services additionally include primary care medical services - wellness exams, sick visits, and sports physicals. In addition to walk in visits, youth, parents/guardians, and/or teachers can also send a referral for school services on our website at [www.wchealth.org/service/youth-services](http://www.wchealth.org/service/youth-services) (*click orange referral button to refer someone or yourself*). We will call you to schedule an appointment once a referral is received.

Patients do not need to be established with a WCHC primary care site to access most care in the Youth Services program. We are experienced in serving patients across Sonoma County and the surrounding area and can help you identify where you can access care near you if you aren't sure where to go.