

UC DAVIS
HEALTH

CHILDREN'S
HOSPITAL



**Guide to appointments
and services at the
General Pediatric Clinic**



Welcome to the UC Davis General Pediatric Clinic

Thank you for choosing us as your child's partner in health. We are committed to providing you with excellent care centered on you and your family.

A focus on partnership and listening

The UC Davis General Pediatric Clinic is pleased to be a patient-centered medical home, where our focus is to help your child live a healthier life by supporting their unique needs. You will be comfortable knowing your child's health care team listens to you and gets to the heart of your health goals.

Your team also helps direct care beyond primary or preventive care, including specialty care, inpatient hospitalization and home health as needed. A team of expert health care partners assists in coordinating your appointments, diagnostic tests and more to help integrate your child's care with family members and any appropriate community services.

An academic approach to health care

UC Davis Health is the region's only academic medical center and we take great pride in educating the next generation of health care leaders. Our dedicated and compassionate care team includes physicians, nurses, medical assistants and other support staff.

On some occasions, you may see two providers when visiting our office:

- Your primary care physician — who you will see at each appointment — is a doctor who has completed medical school and is now a resident working to become further accredited in family medicine. The UC Davis residency program is nationally recognized and develops many of the top physicians in California.
- A highly experienced faculty physician will also oversee your care, and help guide the resident physician's learning experience.

Access to convenient care

General appointments include physical exams, Telehealth Video Visits, Express Care, new patient or return appointments.

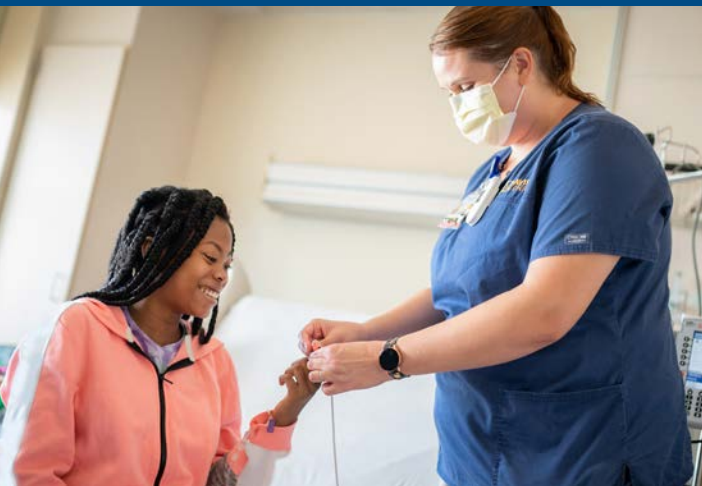
We offer the convenience of same-day appointments and evening appointments upon request.

To help us provide timely service for all of our patients, please arrive 15 minutes before your appointment to complete registration forms. Please bring your health insurance plan card with you. During each visit, we will:

- Ask questions about your child's symptoms and medical history
- Conduct a physical examination
- Order lab tests and X-rays as needed
- Give you a full explanation of our assessment of your child's health
- Provide treatment as your child requires
- Create a written plan for your child's current and follow-up care

Admissions to the hospital

Should your child require hospital admission, we are pleased to offer you the services of UC Davis Children's Hospital — nationally recognized for excellence in quality and safety. Your child's care team will continue to manage their care before and after hospitalization. Please let us know if you take your child to a non-UC Davis hospital so we can ensure continuity of care.



Our commitment to you

We are committed to delivering excellent health care and exceptional service, and provide useful resources that support and empower your health care decisions. We are dedicated to getting your child healthy — and helping them stay that way!

Be an active partner in your child's health

We encourage you to ask questions, share your feelings, take an active part in your child's health care and provide feedback on how we are doing.

As your partner in health, we ask that you keep your care team regularly updated about your child's medical history, keep your scheduled appointments and reschedule in advance if you are unable to keep your appointment. It is important that your child takes all medications as directed or inform us if there is a problem with the medication. Please also inform your child's care team when they see health care providers outside UC Davis Health or when you obtain health care on your own (such as a flu shot or eye exam).

Referrals to specialists

When a referral to a specialist or a diagnostic test is appropriate and supports your child's health care plan, we refer our patients to UC Davis Health specialists and facilities, and manage the process with you.

Most specialists require a referral from a primary care physician or another specialist. It is important to note that your ability to see a UC Davis Health specialist may be determined by your health plan. Please refer to your health insurance plan for details.



Appointment reminders

Please bring the following to your appointment:

- A list of questions and health concerns
- The insurance card for the health plan policy that covers your child
- Your child's immunization record or list of shots
- A list of the medications your child takes or the prescription bottles
- A snack and drink for your child
- Something to occupy and amuse your child, such as a book or quiet toy

Stay connected to your health — anytime, anywhere

MyUCDavisHealth is a free, secure and confidential mobile app and web portal that allows you to communicate with your care team, review your medical record, and much more — all from your computer, tablet and smartphone. Other features include:

- Scheduling and changing appointments
- Viewing your test results
- Paying your bill or co-pay online
- Requesting a referral
- Viewing health education articles, videos and resources plus more

Same-day and after-hours care

If your child experiences health problems that aren't life-threatening, our Telehealth Express Care on-demand service can connect you with a UC Davis Health care team member using your smartphone, tablet, or personal computer. Same-day and extended-hours video visits help with issues such as:

- Flu-like symptoms
- Cough
- Urinary tract issues
- GI problems
- Joint pain, and more

Pharmacy services

Our pharmacists and technicians are a part of your care team and provide personalized assistance when you need it. They offer home delivery services, convenient refill reminders, 24/7 support for any questions or concerns, assistance with reducing prescription costs and more.

Clinic hours

Monday – Friday, 8 a.m. to 5 p.m.
Evening and lunchtime appointments available upon request.

To schedule an appointment during regular business hours, please call **916-734-3112** or request an appointment online via MyUCDavisHealth.

Urgent care hours

Monday and Friday, 9 a.m. to 12 p.m. and 1 to 5 p.m.
Tuesday, Wednesday and Thursday, 1 to 5 p.m.

To schedule an urgent appointment or speak with a pediatric advice nurse, please call **916-734-2107**.

About our clinic

Our UC Davis Children's Hospital General Pediatric Clinic has been formally recognized as a patient-centered "medical home." This model of care emphasizes shared decision-making with you, and helpful communication and coordination support among all of your health care providers. It's an approach designed to help you make more informed choices — and receive the best results.

If you have a life-threatening emergency, **call 9-1-1.**



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