

Your Neighborhood Network of Community Health Centers

Our Patient Promise

As your home for family healthcare, we promise to:

- Make your whole health and wellness our number one goal
- Treat you with dignity and respect
- Provide confidential, compassionate care with sensitivity to your cultural needs
- Assist you with your health plan decisions
- Support you by offering innovative counseling services and support programs
- Provide high quality, low cost family healthcare under one roof.



North Hollywood Center

6801 Coldwater Canyon Avenue
North Hollywood, CA 91605

North Hills Wellness Center

9119 Haskell Avenue (at Nordhoff St.)
North Hills, CA 91343



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WELCOME to Your Medical Home

What is a medical home?

A medical home provides a team approach to care for all your health needs. The team consists of a medical provider, nurses, medical assistants, social workers, referral coordinators, front desk staff, and YOU!

This nurturing approach provides you with increased access to health advice focused on your individual health needs. You will participate with your medical provider on your care plan and decisions. If you need care from other facilities (specialty care, emergency rooms, hospitalization), we will help you transition to those providers and then back to your VCH medical home team.

What your medical home will do for you—our patient

- Enrollment assistance into a health insurance or coverage program
- Help you choose your primary care provider
- Work to schedule appointments convenient for you
- Coordinate all your healthcare at VCH and with outside providers
- Provide advice and/or care when you need it during and after office hours
- Provide whole person care, including integrated behavioral health services
- Provide the best evidence-based care
- Develop a care plan to meet your health needs
- Provide education about your health
- Work with you to support caring for yourself
- Provide you with a personal online patient portal account, MyVCH, that lets you ask your provider about health issues, access your medical records, and track appointments.

What your medical home team needs from you

- Follow the care plan we develop together
- When you seek healthcare elsewhere, tell them VCH is your medical home and give them your primary care provider's name
- Tell us if you receive healthcare outside our office. Provide all the information you can about any outside health visits
- Take responsibility for making healthy life style changes
- Inform your care team of important life changes. Changes such as employment, new home, marital status, can effect your health and healthcare
- Keep your appointments and, if you must cancel, call to let us know.

What to bring to your appointment

- Your insurance card and photo ID
- All your medications in original containers, including over the counter medicines
- Any self-care health notes such as blood pressure or sugar level
- Any records received from other healthcare centers.



How you can work with your team during your appointment

Remember YOU are the center of your care team.

- Share your complete medical history with your care team
- Ask questions about your condition and care plan
- Ask for a visit summary, so you can take it home and refer to it
- Participate with your care team in decisions about your care.

Working with your team after your appointment

We are here for you!

- Follow the plan developed with your provider
- Keep follow-up appointments with your care team (labs, x-rays, referrals, etc.) All secondary care is vital to keeping you healthy
- Stay in touch with your medical home by phone, in person or through the patient portal
- Visit the front desk to activate your personal MyVCH patient portal account and use it to connect with your provider.

Call Center Hours

Monday–Friday: 7:00am-5:00pm

Saturday: 8:00am - 12:00pm

Closed Holidays

After Hours Care

A medical team member is available by phone 24 hours /7 days a week & holidays.

Contact Us

818-763-8836

www.vchcare.org