

## Mercy Family Health Center- Medical Safe Haven

### Agency Tip Sheet

#### Helpful Information for Agency Case Managers/Client Support

For new referrals and follow up appointments please call our office, Mercy Family Health Center. Our office is open during the hours below, and we have a physician able to answer questions 24/7.

Medical Safe Haven Clinic Primary Contacts:

Staff: ( list support staff names)

#### Dedicated Office Phone Line: (916) 681-3488

- Office Hours: M-F, 8:00am – 5:30pm
- After Hours Phone: (916) 681-1600
  - After hours contact is the On-Call Physician.

#### Helpful information to have on hand includes:

- NAME \_\_\_\_\_
- Address: \_\_\_\_\_
- DOB \_\_\_\_\_
- Primary health concerns/special considerations:
  
- Insurance Information – If applicable
- **Outside Agency Representative:** Case Manager or other.
  - NAME \_\_\_\_\_
  - Contact # \_\_\_\_\_

#### Appointment Logistics:

- The appointment may last up to one hour depending on the medical needs.
- Please arrive 10 minutes early to get registered into system.
- Please contact the office **24 hours prior**, if an appointment needs to be rescheduled.
- Please sign a HIPAA release to the assigned agency representative to allow our office to make contact concerning follow-up appointment times, needed lab work, etc.