

Camino Health Center

Welcome to Camino Health Center!

We are honored that you have chosen Camino Health Center to be your health care home for you and your family. You are joining a health center that strives to provide high quality, comprehensive and coordinated care.

We believe in forming partnerships between our patients, families and the health care team. Our teams consist of medical providers, dentists, behavioral health specialists, nurses, medical support staff and care coordinators. The entire team will work with you to deliver an integrated and patient centered model of health care.

This Welcome Packet is designed to answer the most common questions we hear from our patients and to help you access the full array of services available at Camino Health Center.

To your good health,

A handwritten signature in black ink that reads "Debra L. Drew". The signature is written in a cursive style with a large, stylized "D" at the beginning.

Debra L. Drew
Chief Executive Officer
Camino Health Center

Lake Forest 22481 Aspan Street, Suite A, Lake Forest, CA 92630
San Clemente 1300 Avenida Vista Hermosa, Suite 250, San Clemente, CA 92673
San Juan Capistrano 30300 Camino Capistrano, San Juan Capistrano, CA 92675

Administrative Telephone: (949) 240-2030 Facsimile: (949) 429-7627
Medical Clinic Telephone: (949) 240-2272 Facsimile: (949) 240-5869
Dental Clinic Telephone: (949) 488-7682 Facsimile: (949) 488-7698
WIC Program Telephone: (949) 488-7688 Facsimile: (949) 488-7698

www.caminohealthcenter.org

Thank you for choosing Camino Health Center as your medical home.

You are joining a health center that strives to provide evidence-based, comprehensive, coordinated primary care through partnerships between patients, doctors, and their families. At Camino, our medical staff work in teams to provide you with the best care possible. Our teams consist of medical providers, dentists, behavioral health professionals, optometrists, nurses, medical support staff, care coordinators, and case managers. Camino's goal is to deliver an integrated patient-centered model of health care. The information listed below will help you access the many services available at Camino Health Center.

Scheduling An Appointment

Camino is able to service a wide variety of patient needs including physicals, well-child checks, prenatal visits, and immunizations. Camino also offers same-day appointments. Please call for availability

Please Bring The Following To Your Appointment:

- Insurance Card
- Immunization Record
- Medications In Their Original Bottles
- Previous Test Results And Medical Records

Payment

Camino accepts many insurance plans, including **Medi-Cal, CalOptima, Optum, Medicare, and Covered California - Blue Shield PPO**. Self-pay or uninsured patients can participate in Camino's sliding fee discount program. No patient is ever denied services for inability to pay.

Contacting Your Medical Team

Please call 949-240-2272 at any time, during or after business hours. A health center representative will answer your call. This includes after-hours clinical advice provided through Camino Health Center's Nurse Advice line.

Prescriptions

The fastest way to obtain a prescription refill is to contact your pharmacy or send a request through the patient portal.

Follow My Health

- **FollowMyHealth** is a great way to **keep track of your health and to make appointments through your online portal**.
- To sign up, provide us with your email, and you will be sent instructions to register.

Services

Your care team may recommend and coordinate additional services based on your insurance and needs.

- Medical Care
- Dental Care (for qualifying patients)
- Behavioral Health
- Women, Infants, and Children (WIC)
- Optometry
- Eligibility Assistance

Special Accommodations

- Our offices are fully accessible by wheelchair.
- We have access to ASL interpreters if needed.
- We understand the importance of receiving care in your native language. **The majority of our staff is bilingual in English and Spanish**; additionally, we have staff that also speak Arabic, Farsi, French, German, Italian, Portuguese, Tagalog & Vietnamese. For other foreign-language patients access to translation services are available.

San Juan Capistrano

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San Clemente

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Lake Forest

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