

INDIAN HEALTH CENTER OF SANTA CLARA VALLEY – PEDIATRIC CENTER

FREQUENTLY ASKED QUESTIONS



1. What are the clinic hours?

Our hours continue to expand. Please see the most current information on the back or on our web site.

2. What do I do for an urgent issue during or after clinic hours?

During clinic hours, call (408) 947-2929. If after hours, call the number (based on your insurance plan) listed on the clinic brochure in this packet or 408-554-2909. Call 911 for emergencies.

3. Do you have a Patient Portal where I can communicate with my provider and view lab tests, etc.?

Yes, we do and we encourage you to use it. Portal is available to patients under the age of 12 years. Please speak to the front desk to sign up for this service included with your care at the Indian Health Center!

4. How do I make an appointment?

Please call the clinic number to set up an appointment, or send a message through our Patient Portal.

5. Do I need an appointment for a blood draw at your laboratory?

You will need to go to Quest Lab to get your blood drawn. We do not have an on-site laboratory.

6. Do I need an appointment for an immunization (vaccination)?

Yes, you do need an appointment for vaccination if your child did not get immunizations during their regular medical appointment. If your child needs immunization only please call (408) 947-2929 to schedule M-F 9-11AM or 1-3PM. Bring your immunization records with you. NOTE: there is no PPD testing on Thursday or on a Friday if the following Monday is a holiday.

7. Can I request a provider?

Yes, you can and you can change your provider at any time. Talk to a receptionist if you wish to change providers. Please be aware that not all of our providers are accepting new or transferring patients.

8. Do you have providers that specialize in certain areas?

Yes, some of our providers offer pediatric care with different languages. Talk to our receptionist if you have a specific need. Our web site also contains more information about our providers.

9. What about new prescriptions and prescription refills?

You need to see your primary care provider for all new prescriptions. For refills, call the prescription department at the number below or send a message through our Patient Portal.

10. What about new referrals and referral follow up?

You need to see your primary care provider for all new referrals. For referral follow up, call the referral department at the number below.

11. Are you a Patient Centered Medical Home?

Yes, we are proud of our Level 3 (highest level possible) recognition. We put you at the center of your care. Please refer to our PCMH brochure for more information.

12. What do I do about filling out paperwork such as disability, DMV, school forms, etc.?

Please allow 5 business days for the completion of any paperwork. All forms are different and may require a specific exam, documentation or require a visit to complete. If the form is simple you may be able to drop it off at the front desk. Please check with your provider's medical assistant.

Preparing For Your Visit:

Before Your Appointment:

- Bring all the medicines your child takes. This includes:
 - Prescription medicines.
 - Non-prescription medicines, such as aspirin or antacids.
 - Vitamins
 - Dietary or herbal supplements.
- Write down the questions you have for the visit.
- Know your child's current medical conditions, past surgeries, and illnesses.
- Bring the name and contact information of your child's previous primary care provider and any specialists your child is currently seeing.
- Bring information on any hospitalizations, specialist's visits or emergency room visits.
- Bring all immunization records

Services Provided:

Our clinic uses the family practice model of health care. Below is a summarized list of our services, and we offer many other services in addition. Please contact the Pediatric Center for more information.

- Pediatric adolescent medicine (to age 18-21 depending on circumstances), wellness exams, sick care, and case management
- Immunizations
- Help Accessing Free or Low Cost Insurance for Children

Important Information

	Pediatric Center	
Address	2039 Forest Avenue #105 San Jose, CA 95128	
Hours of Operation	Mon-Fri 9AM – 5PM	
Main Phone Number	(408) 947-2929	
<i>If you reach the automated attendant for 445-3400, please dial the extension at any time.</i>		
Clinic Manager	(408) 445-3400 Ext 4201	
Eligibility/New Patient	(408) 947-2929	
After Hours	(408) 554-2909	
Medical Records	(408) 445-3400 Ext 4003 FAX: (408) 283-7720	
Medical Appointment Scheduling	(408) 947-2929	
Referrals	(408) 445-3400 Ext 4003	
Triage	(408) 947-2929	