



## Patient Centered Medical Home

FCS-FHC is proud to be part of the “Patient Centered Medical Home” (PCMH) initiative, which is a nationwide effort established to provide patients with comprehensive, culturally competent & coordinated care.

FCS-FHC has gone through a rigorous accreditation system to achieve our PCMH designation. Please see our Patient Information Handbook, which details information about the medical home model.

Each patient is assigned to a medical team, and the handbook describes how you and your team can work together to get the best results!

## About Us

FCS was founded in 1988 by six American trained, board certified bilingual family physicians. Each of the founding members has a background in this community, and one of their goals in starting this practice was to give back to the community in both service and medical education. Over the years FCS has grown to four offices.

### About the Residency Program

In addition to having attending physicians, our clinic serves as a training center for Family Medicine residents. These are physicians who have finished medical school, and are now getting further training. The residents are supervised in all aspects of the care of their patients. If your physician is a resident then you actually have 2 doctors overseeing your care every time you come in. The Residency Program is regularly recognized as the top program in California by the State of California’s Song-Brown Family Physician Training Program.



## Family Care Specialists Family Health Center

**Phone:** (323) 226-1100

**Fax:** (323) 226-1101

**Web:** [www.fcsmg.com](http://www.fcsmg.com)

**Welcome!**

### Hours:

Mon-Fri 8:30 am—6:00 pm

Sat: 8:00 am—12:00 pm

**Welcome!**



**FCS—FAMILY HEALTH CNT**

1701 Cesar Chavez, Ste 230

Los Angeles, CA 90033



## Welcome to Family Care Specialists!

We are pleased that you have chosen the Family Care Specialists-Family Health Center (FCS-FHC) as your Medical Home! We aim to provide high-quality healthcare, and we cater to our patients as a part of our extended family. All physicians and most other providers are bi-lingual in English and Spanish. Professional translation services are available for other languages.

## Health Services Provided

Please see our website or Patient Booklet for a full listing of our health services and programs. In general, FCS provides the following services:

- Primary and preventative care
- Full spectrum of services for children, adults and seniors
- Full spectrum of women's services including pre-natal counseling
- Behavioral Health Services
- Health Education Classes

## 24/7 Access to Medical Advice

If you have questions in between visits, you can always call FCS for medical advice. After-hours, FCS answering service will page the on-call provider to return your call.

Additionally, you can email your medical team on the portal for non-urgent questions.

---

*“Our goal is to take care of you and your family in a caring, respectful manner”*

---

## Medication Refills

You can call us to request a refill. PLEASE PLAN AHEAD! We get many refill requests every day. The physicians review all requests and decide whether or not we should ok the refill. This process may take up to 48 hours. DON'T WAIT UNTIL YOU ARE OUT OF MEDICATIONS. Refill them at least seven days before you're going to run out. The best thing is to get your refills when you are seeing your doctor during a visit.

Regardless of whether you need a refill or not, please bring all of your medications to your appointments, even if you are just going to urgent care.

## Urgent Care

- In addition to regular office visits, FCS-FHC has an urgent care/walk-in clinic during office hours.
- We can provide a list of Urgent Care offices in our area that you can visit when our office is closed

## Valuable Information!

Check out our Patient Information Handbook, which provides detailed information about:

- **Transferring Medical Records:** It's important that we have complete medical records and medical history
- **Health Insurance Options:** Our patient liaison can help you explore options. Call Liz Gutierrez at (323) 316-9683.
- **Forms & Authorizations:** Learn about

## FCS Now Has a Patient Portal!

In 2015, FCS launched its Patient Portal. Now you can view/download your medical record, make appointments, view lab/test results, ask a question from your medical team, and more. We're very excited about the portal and feel like this helps us provide a higher level of patient-centered, coordinated care!

**Ask the front desk how you can sign up for the portal today!**