AFTER HOURS CLINIC
at 1450 Noriega Clinic in San Francisco

Appointments and drop-ins are available for urgent needs such as
- Colds, coughs and fevers
- Sports injuries and sprains
- Allergies, rashes, minor skin infections and burns
- Stomach aches, headaches and ear infections
- Minor cuts

...and more!...

After Hours Clinic Business Hours
週一至週五
5:00 PM - 9:00 PM

Schedule an appointment that fits your busy school or work schedule. Call (415) 391-9686 to schedule an appointment. Available to all NEMS San Francisco and Daly City patients.

Our After Hours Clinic does not provide emergency services. If you have a serious or life threatening injury, CALL 9-1-1 IMMEDIATELY OR GO TO THE NEAREST EMERGENCY ROOM.

ATTENTION TO NEMS MEMBERS:
Please bring your NEMS ID (Yellow Card), your photo ID, and all health insurance cards everytime you come to North East Medical Services for your appointments!

敬告東北會員：
每次您前來東北醫療中心時，請準備好您的東北會員卡 (黃卡)、有相片的身份證、和所有的醫療保險卡！
New Clinics

Offering high quality, affordable health care services for pediatric patients. Conveniently located in San Francisco’s Tenderloin district.

MEET DR. LE
Dr. Camha (Cam) Le joined NEMS in June 2017. She received her medical degree from UCSF, and completed her training and residency at UC Davis Medical Center. Her professional interests include preventive medicine, public health, child development, and childhood obesity. Dr. Le speaks English and Vietnamese.

GẤP BS LÊ

San Francisco 728 Pacific Clinic

728 Pacific Clinic in San Francisco’s Chinatown opened in Spring 2017. We currently offer Dental services and Health Education activities.

Location: 728 Pacific Ave, Suite 301, San Francisco, CA 94133

NEMS Physical Therapy & Rehabilitation Center

The NEMS Physical Therapy & Rehabilitation Center opened in November 2017. The center is conveniently located on 728 Pacific Avenue, 3rd Floor in San Francisco and offers physical therapy services only, and offers physical therapy services only. Our providers and staff speak Cantonese, Mandarin, and English.

MEET OUR PHYSICAL THERAPISTS

Chun Chan, PT
Physical Therapy Manager

Cynthia Jew, PT
Physical Therapist
RADIOLOGY
放射科 / x 光部

Radiology services are now available at 1422 Noriega Street in San Francisco and 1870 Lundy Clinic in San Jose. Call (415) 391-9686 or (408) 573-9686 for more information.

位于三藩市日落區1422 Noriega街及聖荷西1870 Lundy街的東北醫療中心現均提供放射科/光診服務。請致電(415) 391-9686 或 (408) 573-9686 查詢詳情。
針灸

在中國醫學中是一種著名的療法。過去已有3,500多年的历史。東北醫療中心提供針灸治療，為病人提供更全面的醫療護理。加強醫療保健計劃(Medi-Cal)涵蓋針灸治療的費用。

**myth 1. ACUPUNCTURE HURTS**

The needles we use are very fine and slender (about the size of human hair). The patient may or may not feel an initial prick, sometimes described as a mosquito bite. 鈎灸治療時使用的針非常細小和銳利。進行針灸治療時，病人可能會或不會感到一種細小的痛感，這被描述為蚊子叮咬的感覺。

**myth 2. ACUPUNCTURE’S EFFECTS ARE PSYCHOLOGICAL. IT DOESN’T REALLY WORK**

Modern studies show that our brains release hormones such as endorphins after the needles are inserted during the treatment. Acupuncture also has anti-inflammatory effects to help balance the immune system. 現代研究顯示，在針灸治療中，大腦會釋放內啡肽等荷爾蒙。針灸治療還具有抗炎作用，有助於平衡免疫系統。

**myth 3. ACUPUNCTURE’S EFFECTS ARE PSYCHOLOGICAL. IT DOESN’T REALLY WORK**

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**North East Medical Services 24-Hour Cancellation Line**

全天候預約取消熱線

As a courtesy to your provider and other NEMS Members, please call to cancel your appointments at least 24 hours in advance using NEMS’ 24-Hour Cancellation Message Line.

了解更多關於取消政策的詳細信息，請撥打(415) 391-9666 聯繫東北醫療中心。感謝您對東北醫療中心的信任。

**Frequently Asked Questions**

- **What is the difference between a medical and a video visit?**
  - NEMS uses video visits so it is more convenient for you to schedule a visit. If you prefer to see your provider in person, please let us know and we can schedule an in-person visit for you.

- **What if I don’t want to do a video visit?**
  - If you would like to speak privately with the provider, please let the Medical Assistant know and he/she will step out of the room for that part of the visit.

- **What if I have scheduled a medical visit but I can’t make it?**
  - If you are unable to attend your appointment, please cancel it by calling us at least 24 hours in advance according to our policy.

- **What if I need to cancel my appointment?**
  - If you need to cancel your appointment, please let the Medical Assistant know and he/she will step out of the room for that part of the visit.

- **What is the cost of a video visit?**
  - There are no additional costs to use Telemedicine services. Rates vary by insurance carrier. If your doctor refers you for additional services (such as laboratory or x-ray services), standard fees will apply.

**NEMS TELEMEdICINE PROGRAM**

東北醫療中心遠程醫療服務

NEMS is excited to launch video visits for select departments and NEMS locations in 2018. Members will be able to see and talk to providers through a virtual doctor’s appointment that takes place using video. For these visits, our members can come into their home clinic and talk to a provider who is located at another NEMS clinic in the Bay Area. A Medical Assistant will be with you every step of the way to assist during your visit.

TelereMedicine is available at select San Francisco sites for Behavioral Health and Endocrinology services. We will inform all members when this service becomes available at additional NEMS sites. If you are interested in using TelereMedicine at your next visit, please let us know.
UNDERSTANDING COLORECTAL CANCER

Colorectal cancer is cancer that occurs in the colon or rectum. This is a very common cancer in both men and women over the age of 50, affecting about 1 in 20 people in the United States. Compared to the 59% national average, only 47% of Asians get screened for colorectal cancer.

RISK FACTORS

- Older age (occurs mostly over age 50)
- Family history of colorectal cancer or polyps
- Low fiber, high fat diet
- Smoking
- Heavy use of alcohol

Every 10 minutes, someone dies from colorectal cancer. DON’T WAIT UNTIL IT’S TOO LATE!

SIGNS AND SYMPTOMS

- Rectal bleeding or blood in your stool
- Persistent abdominal discomfort, such as cramps, gas or pain
- Weakness or fatigue
- Unexplained weight loss

PREVENTION

- Eat a healthy diet
- Smart Food Choices:
  * High fiber foods: oatmeal, vegetables, fruits, whole grains and beans
- Less Desirable Food Choices:
  * High fat or processed meats (hot dogs, roast pork, sausage)
- Exercise regularly
- Maintain a healthy weight

IMPORTANCE OF SCREENING

Many people with colorectal cancer have no symptoms in the early stages of the disease and will feel fine. Studies have shown that having colorectal cancer screening lowers the chance of dying from colorectal cancer.

SCREENING TESTS

- **Immunochromatographic Fecal Occult Blood Test (FIT):** The doctor will give you a test kit or refer you to lab. The test looks for tiny amounts of blood in the stool, which may be a sign of cancer. FIT tests can be done at home.
  - How often: Once every year.
  - If test is abnormal, the doctor will schedule you for a colonoscopy.

- **Colonoscopy:** A long flexible tube with a tiny video camera is inserted into the rectum. This allows the doctor to view the colon for polyps or cancer. If necessary, polyps or other abnormal tissues may be removed. Colonoscopies are usually performed in a hospital.
  - How often: Every 10 years if the test result is normal.

The above information is intended for educational purposes only. Please consult a healthcare professional for personalized medical advice. You may be eligible for a free FIT Test Kit by mail. Please ask your doctor or a NEMS Lab staff. You may also participate in a colorectal cancer screening study. Please refer to your doctor or visit www.nems.org for more information.
Look out for your new Medicare card from the Centers for Medicare & Medicaid Services (CMS)
Cards will be mailed between April 2018 – April 2019

聯邦醫療保險和聯邦醫療輔助計劃服務中心(CMS) 將會將社會安全號從聯邦醫療保險(Medicare)卡上除掉，並為每個原客戶寄寄一張新卡。這將有助於保護您的個人資料更加安全，也將有助於保護您的身份。

CMS will be removing Social Security numbers from Medicare cards and mailing each person a new card. This will help keep your information more secure and help protect your identity.

您將收到的一張全新無一無二的Medicare號卡，於其承保範圍內的醫療服務。新卡不會改變您的保險範圍或權利。新卡寄出時，您將從Medicare收到更多資料。

You will get a new Medicare Number that is unique to you, and it will only be used for your Medicare coverage. The new card will not change your coverage or benefits. You will get more information from Medicare when your new card is mailed.

How you can get ready:
您該如何做好準備？

1. Make sure your mailing address is up to date. If your address needs to be corrected, contact Social Security at ssa.gov/myaccount or 1-800-772-1213. TTY users can call 1-800-325-0778.
確認您的郵寄地址沒有變動。如果您的地址需要更正，請聯絡社會安全局，電話ssa.gov/myaccount 或致電 1-800-772-1213。聽障人士(TTY)可拨打1-800-325-0778。

2. Beware of anyone who contacts you about your new Medicare card. CMS will never ask you to give out personal or private information to get your new Medicare Number and card.
防假冒任何人向您查詢您的新Medicare卡。CMS永遠不會要求您透露個人或私人資料，才能獲得您的Medicare新號碼和新卡。

3. Understand that mailing everyone a new card will take some time. Your card might arrive at a different time than your friend’s or neighbor’s. Each person will receive a new Medicare card.
請了解將新卡寄出會花費一些時間。您的新卡可能不會在朋友或鄰居收到您的新卡同時寄出。每個人都會收到新的Medicare卡。

4. Make sure to carry your new Medicare card with you and present the new card when you come to NEMS for care or services. Our staff will need your new Medicare number to update our system.
請確定攜帶您的新Medicare卡，並於就診時出示新卡。我們的職員將需要您的新Medicare號碼來更新系統。

请於有查詢：

San Francisco 三藩市 (415) 391-9686 | Daly City 帝利市 (650) 550-3923 | San Jose 聖荷西 (408) 573-9686

Well Child Visits 兒童身體檢查

As recommended by the American Academy of Pediatrics, parents are advised to bring in their children for regular well child visits at the following ages.

美藉兒科學會建議，家長應按照以下時間帶領孩子去見兒科醫生並進行常規兒童身體檢查：
## Health Education Activity Schedule

### 2nd Quarter 2018 二零一八年第二季

### Blood Pressure Booth 血壓站
- **1520 Stockton Clinic 南灣Stockton診所**
  - **Date:** Every Tuesday & Friday逢星期二及星期五
  - **Time:** 8:30am - 12:00pm & 1:00pm - 5:00pm
  - **Address:** 728 Pacific Clinic 南灣Pacific診所
  - **Time:** 5/8 Tuesday 週二
  - **Language:** English, Cantonese, Mandarin 英、粵及國語

### For Expectant Mothers 孕婦資訊

#### SPECIAL PREGNANCY + PARENTING WORKSHOPS

**728 Pacific Clinic 南灣Pacific診所**
- **Date:** 5/22, 6/26
- **Time:** Tuesday 週二
- **Language:** Cantonese 粵語

#### 2574 San Bruno Clinic 2nd Floor Waiting Area

**波斯特庫區SanBruno2樓等候室**
- **Date:** 6/13 Wednesday 週三
- **Time:** 12:00pm - 12:45pm
- **Language:** English, Cantonese, Mandarin 英、粵及國語

### 211 Eastmoor Clinic 帝利市Eastmoor診所
- **Date:** Every Tuesday & Friday逢星期二及星期五
- **Time:** 8:30am - 12:00pm
- **Address:** 1520 Stockton Clinic 南灣Stockton診所
  - **Date:** 6/12 Tuesday 週二
  - **Time:** 10:00am - 11:00am
- **Language:** Cantonese 粵語

### Smoking Cessation Program 戒煙計劃

| **1** | QUIT SMOKING SUPPORT GROUP 戒煙支持小組
  - 10:00am - 1:30pm Cantonese 普通話, 10:00am - 12:00pm Mandarin 簡體字, 10:00am - 11:30am English English |
| **2** | QUIT SMOKING INDIVIDUAL COUNSELING 戒煙個案輔導 |

### 2629 San Bruno Enrollment Center 波斯特庫區登記服務處
- **1520 Stockton Clinic 南灣Stockton診所**
  - **Date:** Every Monday 逢星期一
  - **Time:** 8/19 Tuesday 逢星期二
  - **Language:** Cantonese 粵語

### Self-Management Workshops 自我管理課程

#### DIABETES EMPOWERMENT EDUCATION PROGRAM 糖尿病自力教育計劃
- **728 Pacific Clinic 南灣Pacific診所**
  - **Date:** 5/8 - 6/22 (Every Friday逢星期五)
  - **Time:** 1:30pm - 4:00pm 上午1:30時至4時
  - **Language:** Cantonese 粵語

### Special Workshops 特別講座

#### HEALTHY AGING SPINE WORKSHOPS 骨骼健康講座
- **728 Pacific Clinic 南灣Pacific診所**
  - **Date:** 6/7
  - **Time:** Thursday 週四
  - **Language:** Cantonese 粵語

#### DRUG SAFETY WORKSHOPS 藥物安全講座
- **1520 Stockton Clinic 南灣Stockton診所**
  - **Date:** 6/7
  - **Time:** Thursday 週四
  - **Language:** Cantonese 粵語

### Thematic Workshops 每月主題講座

| **MAY 五月** | PHYSICAL FITNESS & SPORTS AWARENESS MONTH 健身及運動意識月 |
| **JUNE 六月** | ALZHEIMER’S & BRAIN HEALTH AWARENESS MONTH 阿滋海默症及腦部健康意識月 |

### Healthy Eating Program 健康飲食計劃

- **728 Pacific Clinic 南灣Pacific診所**
  - **Date:** 5/9 - 5/16 (Every Wednesday逢星期三)
  - **Time:** 1:30pm - 4:00pm 上午1時30分至4時
  - **Language:** Cantonese 粵語

### If you have any questions or want to enroll in any of the free classes, please call the Health Education Department. (415) 391-9686 ext. 5843.

如有任何問題或想報名參加免費課程，請致電健康教育部 (415) 391-9686 轉內線5843。
Do you know about the new features of the NEMS Phone Tree?

If you do not hear the topic you are calling about, pressing 0 and you will automatically be connected to an operator.

If you know the extension of the department you would like to reach, you can dial it at any time during your call.

If you would like to have a representative call you back, you can dial 0 and the next available representative will call you back while keeping your place in the queue!

All NEMS clinics and services will be CLOSED on the following days in 2018 for holiday observances. Please call for meeting closure schedules for each clinic. We apologize for the inconvenience and thank you for your understanding!

2018 HOLIDAY CLINIC CLOSURE CALENDAR

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>5/28</td>
<td>Memorial Day</td>
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<tr>
<td>7/4</td>
<td>Independence Day</td>
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<tr>
<td>9/3</td>
<td>Labor Day</td>
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<tr>
<td>11/12</td>
<td>Veterans Day (Observed)</td>
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<tr>
<td>11/22</td>
<td>Thanksgiving Day</td>
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<tr>
<td>12/25</td>
<td>Christmas Day</td>
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NEMS complies with applicable Federal civil rights laws and does not discriminate on the basis of sex, color, national origin, age, disability, or sex.

Spanish: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (415) 391-9648 ext. 8100 (TTY: 1-800-735-2529).

Chinese: 您会说中文吗？也有免费的同声传译服务。请拨打 (415) 391-9648 ext. 8100 (TTY: 1-800-735-2529)

Vietnamese: Nếu bạn nói Tiếng Việt, có dịch viên hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi điện (415) 391-9648 ext. 8100 (TTY: 1-800-735-2529)