

MEMBER HANDBOOK



NORTH EAST
MEDICAL SERVICES

東北醫療中心

IMPORTANT INFORMATION ABOUT MY NEMS MEMBERSHIP

My NEMS ID Number is: _____

My NEMS Membership/Sliding Fee Program must be renewed annually before this date (MM/DD): _____

My NEMS Primary Care Provider is: _____

My Preferred NEMS Clinic Location is: _____

My Preferred NEMS Pharmacy Location is: _____

My Current Insurance Program or Special Program is: _____

My Insurance/Special Program must be renewed annually before this date (MM/DD): _____

Notes: _____

※ North East Medical Services (NEMS) is a licensed community clinic organization, Health Center Program grantee under 42 U.S.C. § 254b, and a deemed Public Health Service employee under 42 U.S.C. §§ 233(g)-(n).

TABLE OF CONTENTS

SECTION 1	AN INTRODUCTION TO NEMS	1
	Member Services	2
	Insurances and Programs Accepted	2
	How to Join NEMS	3
	Sliding Fee Discount Program.....	4
	Your NEMS ID Card (Yellow Card).....	5
	Interpreter Services	6
SECTION 2	APPOINTMENTS	
	Making Appointments.....	7
	No Show Policy.....	8
SECTION 3	YOUR NEMS VISIT	9
SECTION 4	MEDICAL SERVICES	
	Primary Care Services	10
	Specialty Care Services.....	11
	Hospital Care	12
	After-Hours and Emergency Care	12
SECTION 5	DENTAL SERVICES	13
SECTION 6	OPTOMETRY SERVICES	14
SECTION 7	BEHAVIORAL HEALTH SERVICES	15
SECTION 8	INTEGRATIVE MEDICINE SERVICES	16
SECTION 9	PHARMACY SERVICES	17
SECTION 10	LABORATORY SERVICES	18
SECTION 11	RADIOLOGY SERVICES	19
SECTION 12	HEALTH PROMOTION SERVICES	
	Health Education	20
	Nutrition	21
	Social Services	21
SECTION 13	NEMS PACE - PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY	22

SECTION 14 NEMS PHYSICAL THERAPY & REHABILITATION CENTER..... 23

SECTION 15 HEALTH INFORMATION SERVICES

 Accessing Your Medical Records..... 24

 Privacy Standards 25

 How NEMS Communicates With You 25

SECTION 16 NEMS FINANCIAL POLICY

 If You Have Health Insurance 26

 Services Not Covered by Your Health Insurance .. 26

 If You Do Not Have Health Insurance..... 27

 Accidents or Work Related Injuries 27

 Charges for Provider Visits 27

 Charges for Other NEMS Services..... 28

 Charges for Services Not Provided at NEMS 28

 Financial Assistance 28

SECTION 17 SUGGESTIONS AND GRIEVANCES 29

SECTION 18 PATIENT RIGHTS & RESPONSIBILITIES 30

SECTION 19 CLINIC INFORMATION

 San Francisco Clinics 34-41

 Daly City Clinics 42

 South San Francisco Clinic 43

 San Jose Clinics 43-44

NONDISCRIMINATION DISCLOSURE 48-49

LANGUAGE ASSISTANCE SERVICES 50-51



NORTH EAST MEDICAL SERVICES

東 北 醫 療 中 心

Welcome to North East Medical Services (NEMS). Please take the time to read this handbook. It has been prepared to help you take advantage of all the health care services that NEMS has to offer.

NEMS is a private, non-profit community health center that was established in 1968. As an outpatient clinic, NEMS provides comprehensive, multilingual, culturally sensitive health care services, which are accessible and affordable to everyone.

NEMS provides access to services regardless of a person's ability to pay. It is your responsibility, however, to pay for services provided to you at NEMS and which are not covered by your health insurance plan or special programs.

Our clinics are conveniently located throughout the San Francisco Bay Area. Please refer to the back of this handbook for a list of NEMS clinic locations.

As a NEMS patient you have access to a group of multilingual health care professionals providing primary and specialty medical, dental, optometry, behavioral health, integrative medicine, pharmacy, lab, radiology, ancillary, preventive, health promotion services and more.



Please note that NEMS is not a hospital and does not provide inpatient or emergency services.

**FOR LIFE-THREATENING EMERGENCIES
(Heart Attack, Seizure, Can't Breathe, Unconscious, etc.)
CALL 9-1-1 IMMEDIATELY**

The Member Services staff can help you enroll into certain public health insurances and programs. If you have private insurance, it is your responsibility to determine whether NEMS services will be covered under your insurance. **For a complete list of current programs accepted, please contact the Member Services Department.**

► **How to Join NEMS**

Before you can take advantage of all the health services NEMS has to offer, please contact the Member Services Department at **1-888-500-1886** to schedule a registration appointment.

You can also register online by visiting mychart.nems.org/MyChart/Signup. We will follow up with you for additional information and documents as appropriate.

Joining NEMS is FREE!

At the time of registration, please bring the following documents:

- Proof of address (e.g., water bill, gas/electricity bill, phone bill)
- Photo ID (e.g., driver's license, California ID card, passport, Permanent Resident card/green card, other school/government-issued ID card)
- Health insurance information (e.g., private insurance, Medi-Cal, Medicare)
- Social security number (optional)
- Emergency contact person's name and phone number



► Sliding Fee Discount Program

NEMS provides access to services regardless of a person's ability to pay. You do not need to have health insurance in order to join NEMS. You will be responsible to pay for all services not covered by your insurance company or health program.

For persons without insurance, whose insurance does not cover certain services provided at NEMS, or who have high insurance co-pays, you may be eligible for sliding fee discounts if you meet federal income guidelines. Eligibility is based on income and family size. You must re-enroll in the program each year.

To determine your sliding fee discount level, you must provide proof of income annually. If you choose not to bring proof, you will be charged the full cost for services.

ALL income documents that exist for any member of the applicant's household must be provided, including:

- Current pay stub
- Current federal tax return
- Signed statement from employer
- Bank statement / bank book (showing direct deposit from SSA/SSI)
- Unemployment benefits statement
- Worker's compensation statement
- Copy of award or benefit letter from the government (e.g. Employment Development Department, Social Security Administration, etc.)



Note: A parent or legal guardian must accompany adolescents under 18 years of age, unless confidential services are requested.

To make a registration appointment or for additional information, please call the Member Services Department at **1-888-500-1886**.

▶ **Your NEMS ID Card (Yellow Card) and Patient Photo**



Every individual who enrolls as a NEMS patient will be issued a NEMS ID / yellow card. This card is the key for easy access to our health care services. It contains your medical record ID number and other important information.

You will also be asked to take a photo for your NEMS ID card.

The photo will be stored securely in your electronic health record, and will not be shared with anyone outside of NEMS. Properly identifying patients is the first step in safety and security in any health care system. Improper identification can result in treatment errors and wrong-person procedures, as well as privacy violations, billing errors, insurance fraud, and even identity fraud. Patient photos are for your protection and will assist staff and providers in identifying you before, during and after your clinic visits.

Please remember to:

- Always carry your NEMS ID/yellow card, a photo ID, and all health insurance cards with you.
- Have your NEMS ID card on hand when calling NEMS by phone.
- Report a lost card to the Member Services Department.
- Report any change of name, address, telephone number, or insurance coverage to the Member Services Department or Front Desk staff in the department you are visiting.
- Renew your NEMS ID card before the expiration date. You may be charged the full fee for services if you use an expired card.

Your NEMS ID card is NOT transferable. Persons misusing their cards will have their membership terminated and will be charged the full cost for services rendered. You may not use another person's NEMS ID card to access healthcare services nor can you allow someone else to use your NEMS ID card to access healthcare services. Doing so is a form of healthcare fraud.



Your NEMS ID card DOES NOT cover hospitalization services.

► Interpreter Services

We have multilingual staff and health care professionals who speak all the major Chinese dialects and several Asian and other languages. Languages and dialects include Cantonese, Mandarin, Vietnamese, Burmese, Tagalog, Korean, Spanish, and more.

If you speak another language or are hearing impaired, we can arrange for phone-based, video-based, in-person, or sign language interpreting service. Call our Member Services Department at 1-888-500-1886 if you need language services and a representative will assist you.

We also use the California Relay Services to help patients with hearing impairment. The toll free number is 1-800-735-2929.



SECTION 2

APPOINTMENTS

► Making Appointments

In order to best serve you, we request that you schedule an appointment before you come to the clinic for services. Please see Section 19 of this handbook for specific clinic hours.

When calling to make an appointment:

Dial 1-888-500-1886 and specify which clinic and department you would like to make an appointment. When your call is answered, please tell the Call Center staff the following:

- Your name and NEMS ID card number
- Your provider's name (if you have a regular NEMS provider)
- The reason you need to see the provider. Please tell the receptionist if you feel very sick or have an urgent medical problem, if you need to be seen for a work-related injury, or if you have any forms you need to have filled out. (Please note that forms may take up to five (5) working days to be completed.)
- How soon you need an appointment
- Any personal information that has changed, such as your phone number, address, or insurance coverage.
- Whether you have special requests, such as wheelchair or interpretation needs.



If you have signed up for the MyChart patient portal, you may schedule or request appointments through the MyChart app or website at mychart.nems.org.

Also please remember to:

- Arrive on time: We ask that you arrive at the clinic 15 minutes before your scheduled appointment time and check in at the clinic's front desk.
- Bring your NEMS ID/yellow card, a photo ID, and your other health insurance cards with you on the day of your clinic visit.
- As a courtesy to other patients who need to be seen, please call us to cancel appointments at least 24 hours in advance. Call NEMS at 1-888-500-1886 to speak with a staff member or to leave a message.

**FOR LIFE-THREATENING EMERGENCIES
(Heart Attack, Seizure, Can't Breathe, Unconscious, etc.)
CALL 9-1-1 IMMEDIATELY**

► **No Show Policy**

Not showing up for your scheduled appointment may endanger your health or prevent other patients from seeing your provider. To ensure that all patients have a fair opportunity to see a provider when they need to, NEMS has a No Show Policy.

Patients with three or more missed appointments will be subject to Scheduling Probation. This means:

- You will be placed on a six-month probation period.
- During the probation period, you must arrive one hour early to all appointments. If not, your appointment will be forfeited and you will become a walk-in patient with no guarantee to be seen on the same day.
- You will be removed from the probation if you have abided by the terms for six months. If you continue to miss your appointments, you will be placed back on the probation period.

Please remember to cancel your appointments **at least 24 hours** in advance as a courtesy to your provider and other patients.



To cancel your appointment, please call 1-888-500-1886.

SECTION 3

YOUR NEMS VISIT

Your visit with your provider is an important time when you share information about your health condition(s) and concerns.

On your first visit to see a NEMS provider you should bring:

- All medical history records that you have, including records of past hospitalizations, provider examinations, laboratory and x-ray reports.
- All dental, optometry, and/or other health records, if available.
- All immunization records. This is especially important for children.
- All medications you have been taking. Bring medication bottles if possible. You should also list any allergies to medications.
- Names of previous hospitals and providers. Your NEMS provider may need to contact them to obtain past medical records or reports.
- Children under age 18 should be accompanied by a parent or guardian unless confidential services are requested.

On your follow-up visits to NEMS, please:

- Tell your provider if you have had any major health problems since your last visit, such as recent emergencies, accidents, hospitalizations or surgery.
- Bring in all medications that you have been taking.
- Tell your provider if you have any new reactions or allergies to medications.



► Primary Care Services

At the time of your initial registration visit with the Member Services Department, you are encouraged to select a primary care provider (PCP). He or she is responsible for coordinating your overall care and will assist you in obtaining the services that you need, including referrals to specialists, dental and behavioral health services, laboratory, x-ray, or the hospital if necessary. You may change your PCP once every six months by contacting the Member Services Department by phone or in person.

Our primary care providers specialize in Internal Medicine, Pediatrics, and Family Medicine (Family Practice) to care for people of all ages.

Basic **primary care services** include:

- Evaluation and treatment of medical complaints
- Follow-up of chronic and ongoing medical problems
- Treatment of urgent medical problems
- Routine checkups
- Immunizations for all age groups, including annual influenza (flu) shots
- Screening for many health disorders, such as diabetes (high blood sugar), high blood pressure, high cholesterol, anemia, hepatitis, and cancers.

NEMS provides many **other types of services**, such as:

- Immigration examinations and evaluations
- Work physical examinations
- School sports examinations
- Work injuries (worker's compensation)
- Women's health care services, including family planning, pregnancy test, complete obstetrical services, breast and cervical cancer screening (Pap smears, mammograms)

- Adolescent health care services
- Geriatric health care services
- Tuberculosis screening and treatment
- Hepatitis B screening, vaccination, and treatment
- Sexually transmitted disease (STD) screening
- Confidential HIV testing, treatment, counseling and medical care

Please note that you will be asked to leave immigration, worker's compensation, and school forms with your provider, and it may take up to five (5) working days to complete the forms. There may be charges associated with certain types of forms completed by the provider. Patients will be charged for forms that are not considered medically necessary, as recognized by the Centers for Medicare & Medicaid Services (CMS). Please indicate to our staff whether you want the forms mailed or faxed back to you, or set aside for you to pick up at the clinic when ready.

► Specialty Care Services

Your NEMS primary care provider will refer you to a specialist for consultation and treatment as needed. The following specialty services are available at NEMS, including:

- Acupuncture
- Allergy
- Cardiology
- Chiropractic
- Endocrinology
- Gastroenterology
- General Surgery
- Medical Oncology
- Hepatology
- Nephrology
- Neurology
- Obstetrics and Gynecology (OB/GYN)
- Ophthalmology
- Oral Surgery
- Otolaryngology (Ear Nose Throat)
- Podiatry
- Pulmonology
- Radiology (X-ray)
- Rheumatology
- Physiatry / Physical Medicine and Rehabilitation

Specialty services not provided at NEMS are available by referral to specialists in the community or at the hospital. It is your responsibility to pay for services provided to you and which are not covered by your health insurance plan or special programs.

► Hospital Care

NEMS physicians have hospital privileges at select hospitals, should you need hospitalization. If you are admitted to a hospital outside of the NEMS network, you will be treated by a non-NEMS physician. In some cases, you may be treated by a hospitalist, a doctor who oversees your care at the hospital.

NEMS does not cover the cost of hospital emergency room or inpatient expenses at hospitals, nursing homes, etc. Contact your health plan or health insurance company for coverage conditions if you incur emergency room or inpatient expenses.

► After-Hours and Emergency Care

A NEMS provider is on-call 24 hours a day, including after our clinics are closed, to advise you. Please call 1-888-500-1886.

If your medical condition is an emergency condition, the provider will instruct you to go to the nearest emergency room or your designated hospital.

**FOR LIFE-THREATENING EMERGENCIES
(Heart Attack, Seizure, Can't Breathe, Unconscious, etc.)
CALL 9-1-1 IMMEDIATELY**



Hospital emergency rooms are set up to handle severe and life threatening cases. Some examples of an emergency are when someone is:

- Unable to breathe
- Unconscious
- Bleeding heavily
- Paralyzed
- In extreme pain

In this situation, please ask the hospital to notify your NEMS primary care provider.

SECTION 5

DENTAL SERVICES



The Dental Clinic provides comprehensive dental care to adults and children. Our dental professionals provide quality dentistry while emphasizing prevention and regular dental care for patients ages one year and older. Dental services are currently available at several locations across San Francisco, Daly City and San Jose.

NEMS dentistry services include:

- Dental exams and digital x-ray
- Cleaning and fluoride treatment
- Dental sealants
- Fillings
- Root canal therapy
- Periodontal (gum) therapy
- Oral surgery and extraction
- Crown and bridgework
- Dentures
- Emergency care
- Dental education



SECTION 6

OPTOMETRY SERVICES



The Optometry Department provides primary vision care services to all NEMS patients. If you need eyeglasses or contact lenses, you can order them at the Optometry Department, where you can choose from a large selection of frames, including designer frames.

Optometry services are currently available at the 1520 Stockton Clinic, 2574 San Bruno Clinic, and 1430 Noriega Clinic in San Francisco, 211 Eastmoor Avenue in Daly City, and 1870 Lundy Clinic in San Jose.

Optometry services include:

- Comprehensive eye examinations
- Glaucoma screenings
- Retinal examinations for diabetic patients
- Contact lenses fitting (not covered by Medi-Cal)
- Frames
- Sunglasses

Eye conditions requiring medical care, such as cataract, glaucoma, and eye complications due to diabetes, can also be handled by our on-site ophthalmologist, or can be referred to an outside specialist.

SECTION 7

BEHAVIORAL HEALTH SERVICES



Our emotional and mental outlook on life has a great impact on our overall health. Stress, adjusting to a new environment, and other socioeconomic factors can sometimes create more or worsen current physical symptoms. They can also lead to or increase existing unhealthy behaviors, such as drinking too much alcohol, smoking, or abusing drugs.



For any behavioral health concerns, a behavioral health provider is available for a confidential consultation. Members can be referred by their primary care providers or just call 1-888-500-1886 to make an appointment.

Your behavioral health provider will work with your primary care provider and other health professionals as one treatment team to address your concerns holistically.

INTEGRATIVE MEDICINE SERVICES

NEMS offers integrative health services such as acupuncture, chiropractic, and physical therapy to complement your care.

Acupuncture

Acupuncture is a traditional technique for balancing the flow of energy, which can help you regain inner balance and heal your body. Acupuncture services are available at several locations across San Francisco, Daly City, South San Francisco, and San Jose.

Chiropractic

The NEMS chiropractic team focuses on helping the body heal naturally from illnesses and injuries caused by poor spinal function. Chiropractic services are available at the following locations: 728 Pacific Avenue Suite 303, 1033 Clement Street, and 2633 San Bruno Avenue in San Francisco; and 1870 Lundy Avenue in San Jose.

Physical Therapy

Our physical therapists help patients reduce pain and improve or restore mobility through manual therapy, functional training, and exercise. Physical therapy services are available at NEMS Physical Therapy & Rehabilitation Center in San Francisco's Chinatown. Please see Section 14 for more information.



PHARMACY SERVICES

Our Pharmacy Department provides prescription medications for NEMS patients. If you receive medical, vision, or dental care at NEMS, you will pay for prescription medications at your co-payment level if you have health coverage or on a sliding fee scale if you are uninsured. Patients are responsible for informing Pharmacy staff about any medication coverage they may have, including Medicare Part D prescription drug plans.

Patients may also be eligible to participate in various government and private programs, which offer medications through the NEMS Pharmacy with minimal or no co-payment.

Pharmacy services are currently available at seven clinic locations.

If your doctor at NEMS has prescribed multiple refills for your medications, you can refill a prescription by calling the **24-hour automated refill phone number** for your pharmacy. Make sure to follow the instructions given and provide your name, NEMS ID/yellow card number, prescription number (the 8 to 9-digit number on the upper left corner, highlighted in yellow), and phone number. You can also refill a prescription through the MyChart App (select the Medications icon, then select your requested prescriptions, then select Request Refills; next, choose your desired pharmacy location, indicate your pickup time, then click Submit). Your medication will be ready for pick-up by the afternoon of the next business day.

24-Hour Pharmacy Refill Phone Numbers:

- SF 1520 Stockton Pharmacy.....415-352-5035
- SF 728 Pacific Pharmacy (Suite 115).....415-352-5095
- SF 2574 San Bruno Pharmacy.....415-352-5090
- SF 1400 Noriega Pharmacy.....415-352-5093
- SF 1019 Clement Pharmacy.....415-352-5182
- Daly City 211 Eastmoor Pharmacy.....650-757-1431
- San Jose 1870 Lundy Pharmacy.....408-954-8036

SECTION 10

LABORATORY SERVICES

NEMS operates a comprehensive, full service medical laboratory. It provides extensive services in the following areas:

- Blood chemistry testing for diabetes, cholesterol, thyroid, kidney disorders, etc.
- Liver disease testing for hepatitis and other problems
- Hematology testing for anemia, red blood cell, white blood cell, and platelet disorders
- Urine testing for infections, diabetes, and pregnancy
- Sexually transmitted disease (STD) and HIV infection testing
- Special testing for other types of medical problems
- FDA authorized COVID-19 PCR testing



NEMS has trained laboratory professionals at most clinics who can take blood and other lab samples for testing. Access to on-site blood drawing services depends on your health insurance or health program coverage.

Your NEMS provider can order laboratory tests for you as medically necessary. NEMS Laboratory will send all laboratory reports and/or results to the ordering provider (usually your primary care provider), who will discuss and explain the results to you and recommend any necessary follow-up or specialty referral services.

SECTION 11

RADIOLOGY SERVICES

NEMS' accredited Radiology Department offers a wide range of imaging services utilizing state-of-the-art technologies and equipment. Radiology services are available at the 1520 Stockton Clinic, 1422 Noriega Clinic, and 2574 San Bruno Clinic in San Francisco, or at the 1870 Lundy Clinic in San Jose, when ordered by your provider or specialist.



Your examination will be interpreted by our dedicated radiologists who are certified by the American Board of Radiology and have advanced specialty training. Your primary care provider (PCP) will receive and discuss the results with you.

Radiology services include:



- **General Diagnostic X-rays:** Chest, spine, skull, extremities, hips, pelvis, or abdomen
- **Digital Breast Imaging and Intervention:** Screening and diagnostic mammography, breast ultrasound, stereotactic guided and ultrasound guided breast biopsies
- **Ultrasound Imaging:** Abdominal (kidneys, liver, gallbladder, pancreas, spleen and blood vessels), pelvic, breast, thyroid, soft tissue, scrotum
- **Bone Densitometry:** Hip and spine



► **Nutrition**

Optimal nutritional status is essential for good health at all ages. If you are under a NEMS provider's care, our nutritionists (registered dietitians) are available to provide one-on-one nutrition consultations tailored to your needs. Nutrition classes are also available to members.

► **Social Services**

Health maintenance sometimes requires assistance in solving problems related to your finances, employment, and housing, or in adjusting to life in a new environment. Our culturally-sensitive and experienced social workers can help you or your family obtain these services. We can assist you in applying for programs such as Medi-Cal, CalFresh (Food Stamps), CalWORKS and more. The Social Services Department also provides form completion, interpretation, and referral services.

NEMS PACE - PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY



North East Medical Services is pleased to offer a Program of All-Inclusive Care for the Elderly (PACE). PACE is a nationally

recognized model of care for older adults with chronic health needs. At NEMS PACE, we cover a wide range of health and community-based services that are customized just for you. Our goal is to help you continue living safely in your home. Our care team partners closely with you and your family to coordinate care and support you in your community.

NEMS PACE now operates two PACE centers located in San Francisco's Chinatown and San Jose's Vietnam Town, serving eligible seniors who live in our service areas.

If you would like more information, please call 1-888-981-8909 or email PACEReferral@nems.org.



SECTION 14

NEMS PHYSICAL THERAPY & REHABILITATION CENTER

Physical therapy is the treatment of disease, injury, or deformity through use of manual therapy, modalities, and exercise rather than by drugs or surgery.

Physical therapy is covered by most insurance plans including Medi-Cal, Medicare, HMO, PPO, and worker's compensation.

The NEMS Physical Therapy & Rehabilitation Center is conveniently located at 728 Pacific Avenue, Suite 301, in San Francisco's Chinatown.

You do not need to be a NEMS member in order to access services at NEMS Physical Therapy & Rehabilitation Center. Separate registration is required, as well as a doctor's referral.





The Health Information Services (HIS) Department oversees the confidentiality of and controls access to your health records. The HIS Department also ensures compliance to Health Insurance Portability and Accountability Act (HIPAA) requirements.

NEMS maintains and safeguards all of your Protected Health Information (PHI). Your health records include all the necessary information for your NEMS providers to provide accurate and complete care in a timely manner, including any health information from outside providers or facilities that you have released to NEMS. The information is also maintained to follow state and federal laws and regulations.

In 2023, NEMS transitioned to using Epic Systems for documenting and storing electronic health records (EHR). The EHR system that NEMS uses is secure and complies with HIPAA and HITECH Act requirements.

► **Accessing Your Medical Records**

NEMS is the legal custodian of your health records. Your records are maintained for the benefit of you as a patient, the health care providers, and the clinic. As a patient you are entitled to access your medical record either by viewing, having copies in electronic format or in paper.

You must sign an authorization form and specify who your personal representative is (including yourself) before we can release any PHI. NEMS will not release your PHI to anyone (including family members) without your expressed authorization, except when required or permitted by law. Please see the Notice of Privacy Practices for additional information. Response to these requests may take up to fifteen (15) working days.

You can also access your medical records or engage in your health care electronically through NEMS' MyChart online health portal. Visit mychart.nems.org to learn more.

► Privacy Standards

HIPAA was enacted to create national privacy standards for all health information. The Health Information Technology for Economic and Clinical Health (HITECH) Act offers additional privacy and security regulations to protect the increased electronic exchange of information. These electronic exchanges of information, including Electronic Health Records, are to improve the quality and coordination of health care.

NEMS has prepared the "Notice of Privacy Practices," which describes how health information about you may be used and disclosed, and how you can access this information. New members or registrants are given a copy when they first join NEMS. The Notice of Privacy Practices is also posted on the NEMS website at www.nems.org. Please take the opportunity to read it since it is important to know your rights.

► How NEMS Communicates With You

NEMS may contact you to remind you of your appointments, to provide you with your test results, to send you health reminders, provide information about our available services, provide information for billing and payment purposes, and as specified in the Notice of Privacy Practices. We may contact you through a number of different ways, including through phone calls, pre-recorded or live voicemail messages, text messages, e-mail messages or by postal mail. We will contact you through the contact information that you have provided to us. You may contact NEMS Member Services if you want to opt-out of receiving certain communications from us.

► **If You Have Health Insurance**

NEMS accepts most types of health and dental insurance coverage plans, including private insurance, Medicare, and Medi-Cal. For a complete listing of current insurances and programs accepted, please contact the Member Services Department.

Please tell us your insurance coverage at each visit so that we can verify that your insurance will cover your NEMS services.

You will be responsible for deductibles or co-payments as required by your insurance plan.

- A **deductible** is the amount that you must pay before your insurance company will start coverage. Insurance companies usually require that you pay this deductible every year.
- A **co-payment** is the amount you must pay each time you receive services from a provider.

► **Services Not Covered by Your Health Insurance**

Some services, treatments, or medications that you receive at NEMS may not be covered by your insurance company. This may be because your insurance company has one or more of the following policies:

- You are restricted as to the type and/or number of services, treatments, or medications you are allowed, and the treatment you received at NEMS was not covered.
- You are restricted from receiving care from a provider in a specific network, and your NEMS provider is not part of this network.
- You have not met your deductible for the year (see above).



You will be responsible to pay for all services, treatments, and medications not covered by your insurance company.

► **If You Do Not Have Health Insurance**

If you have no health insurance coverage or receive services that are not covered by your insurance plan, you will be charged according to a sliding fee scale or up to the full cost of services. It is important to renew your sliding fee discount level every year; if your discount level has expired, you will be charged the full cost for services.

The NEMS Member Services Department can help you determine your discount level based on your financial documentation. Please see Section 1 of this handbook for more information.

► **Accidents or Work-Related Injuries**

If your provider visit is for an accident or work-related injury, please inform us as soon as possible, as we may need to send your bill to another party for payment. We may also need to request additional information from you.

Please note that you will be asked to leave worker's compensation or other related forms with your provider, and it may take up to five (5) working days to complete.

► **Charges for Provider Visits**

Each time you see a provider, you will be assessed a charge. Charges may vary from visit to visit depending on:

- If your health problems or conditions have changed and require new or additional services.
- If you see a NEMS specialist.
- If you receive additional services, such as an office procedure.



NEMS is not a free clinic. We are required by law to collect any fees for services rendered to you and which are not covered by your insurance plan or health coverage.



► **Charges for Other NEMS Services**

Your provider may request that you get medication from the pharmacy or have other services performed, such as an electrocardiogram (EKG), laboratory tests, or x-rays. Charges for these services will be in addition to the charges for the provider visit. Each department can tell you the charges for services performed by their department only; for example, the NEMS Laboratory can tell you the charges for laboratory services only, and the Radiology Department can tell you what you must pay for x-ray and other radiology services only.

► **Charges for Services Not Provided at NEMS**

NEMS does not cover services provided outside of NEMS, such as hospital care or charges by outside specialists. If you are a managed care patient or have health insurance, the health plan that you joined will usually cover the cost of hospital care and specialist care you receive at your designated hospital or through your designated medical group network. Please check with your health plan or insurance to understand what is covered.

► **Financial Assistance**

If you have financial hardships related to paying for your NEMS services, please contact the Member Services Department to discuss your eligibility for financial assistance. If you would like assistance with financial planning to pay for your health care services, please contact the Front Desk staff at any of the clinical departments and clinic sites.

SECTION 17

SUGGESTIONS AND GRIEVANCES

Providing quality care to your satisfaction is a primary goal of NEMS. We make every effort to consider your suggestions and to resolve all grievances in a timely and appropriate manner.

Suggestion boxes are located in the clinic waiting areas. We welcome your suggestions and continually seek to improve the care and experiences you have while receiving care at NEMS.

If you have specific concerns, we encourage you to direct it to the attention of the provider or department staff you are concerned with. This should serve to resolve the problem immediately. For issues that cannot be easily resolved, you can file a complaint with the Member Services Department in writing, by telephone, or in person.

In addition, if you are a Medi-Cal beneficiary, you have the right to a Medi-Cal Fair Hearing. You may contact the California Department of Health Care Services at 1-800-952-5253 for assistance.

We value your opinion and periodically send out satisfaction surveys by mail. If you receive a survey, please answer it so that we can make improvements to our service.



PATIENT RIGHTS & RESPONSIBILITIES

As a valued member and patient of North East Medical Services (NEMS), you have the RIGHT to:

Access to Care

- Receive reasonable access to care.
- Know the time and location of appointments in advance.

Considerate and Respectful Care

- Receive considerate and respectful care regardless of your race, color, creed, religion (e.g., religious dress and grooming practices), age (e.g., those over 40), sex/gender (e.g., sex characteristics, intersex traits, pregnancy, childbirth, breastfeeding and/or related medical conditions), gender identity, gender expression, sexual orientation, sex stereotypes, marital status, medical condition (e.g., genetic characteristics, cancer or a record or history of cancer), military or veteran status, national origin (e.g., limited English proficiency, language use and possession of a driver's license issued to persons unable to prove their presence in the United States is authorized under federal law), ancestry, disability (e.g., mental and physical, including HIV/AIDS, and cancer), genetic information, retaliation for reporting patient abuse in tax-supported institutions, enrollment in a Health Benefit Plan, state of health, need for health services, status as a litigant, status of a Medicare or Medicaid beneficiary, source of payment for care, or any other basis prohibited by law.
- Receive care in a safe setting, free from abuse and harassment.
- Receive information in a manner that you can understand.
- Receive interpreter services to assist you.

Active Participation in Your Care

- Participate in all decisions relating to your health care.
- Designate a representative or surrogate decision maker if you are unable to fully participate in treatment decisions, as allowed by law.

- Have written instructions about your care prepared in advance (advance directives) and have those instructions honored.
- Participate in resolving conflicts about care, including ethical issues that impact care.
- Receive appropriate assessment and management of pain.
- Leave the NEMS clinic(s) and/or refuse care even against the advice of providers.
- Choose if you would like to allow health professional students and medical residents to participate in your care.

Knowledge and Information

- Know the names of the providers who are treating you.
- Know who has primary responsibility for coordinating your care.
- Receive the necessary information about any proposed treatment or procedure you may need in order to give informed consent or refuse a course of treatment, in accordance with the law.
- Receive information about the outcomes of care, treatments, or services that have been provided, including unanticipated outcomes.
- Be informed about NEMS' payment policies.
- Examine and receive an explanation of your bill regardless of source of payment.
- Be informed about NEMS and NEMS' physicians' status in your insurance network, and any changes to the participating status related to your insurance network and/or coverage. You may be responsible for the charges related to services that you receive at NEMS if NEMS is not a participating provider in your insurance network.

Privacy and Confidentiality

- Confidentiality and privacy of all communications and information pertaining to your care.
- Access, review, and request amendments to your medical records.
- Know how your protected health information (PHI) will be shared within NEMS or with outside agencies.

Respect for Your Patient Rights

- Have your complaints heard, and to have a fair and efficient process for resolving your differences with the clinic or with NEMS providers. You have the right to file a complaint or grievance with the State Department of Health Services.

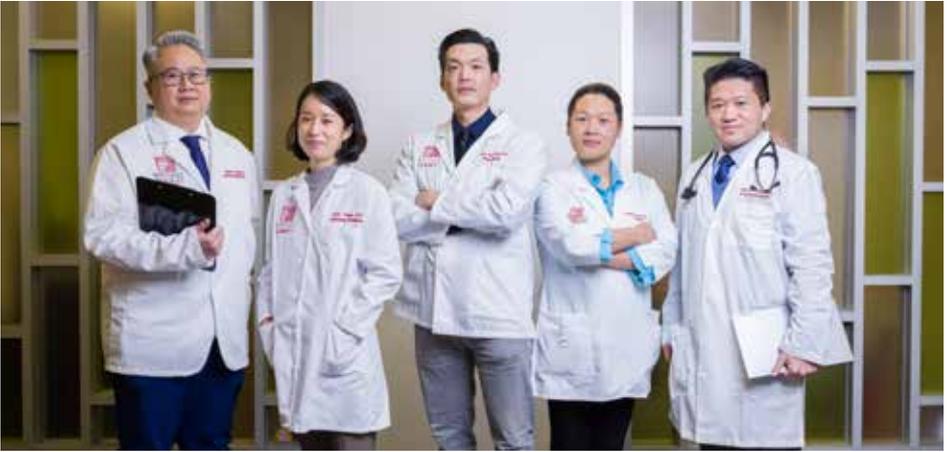
As a valued member and patient of NEMS, you also have the **RESPONSIBILITY** to:

- Cooperate with the providers who are caring for you at NEMS. You should follow their instructions and treatment guidelines.
- Provide, to the best of your knowledge, accurate and complete information about your present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report unexpected changes in your condition.
- Ask questions if you do not understand something or if you are unsure about the advice you are given.
- Work with your health care provider to develop a pain management plan.
- Accept the consequences if you do not follow the care, service, or treatment plan.
- Keep appointments on time. If you need to cancel or reschedule an appointment, please call NEMS as soon as possible.
- Use your NEMS Identification (ID) card or “yellow card” for yourself only. Your NEMS ID card cannot be used by anyone else, nor are you permitted to use someone else’s NEMS ID card, to access services. False identification in order to access care from NEMS is a form of healthcare fraud, which is not permitted.
- Inform NEMS of any changes in address, telephone number, or insurance coverage as soon as possible.
- Bring in any forms or identification cards - including your NEMS ID/ yellow card, a photo ID, and all health insurance cards - that are necessary for your treatment every time you come to the clinic.

- Know what your insurance covers. Your insurance may not cover certain services that you receive from NEMS. Although NEMS offers insurance eligibility verification as a courtesy, this does not guarantee that your insurance company will pay for all services and fees. You are responsible for any fees not covered by your insurance plan or health coverage.
- Follow all NEMS rules and regulations regarding conduct. Be considerate of other patients by helping to control noise; not eating, drinking or smoking; respecting others' property and privacy; and following health and safety guidelines.
- Refrain from yelling, profanity, threats, derogatory names, racial insults, harassment, violence of any form, and all other physical or verbal abuse of NEMS staff and/or other patients. Threats of any type or persistent misconduct or abuse could be grounds for termination of care.
- Follow NEMS' Weapons Free Policy and understand that most weapons are not permitted at NEMS.
- Please switch all mobile phones and devices to the silent or off mode while in the clinic, and refrain from answering or making phone calls. Phone calls are only allowed in the first floor lobby or main entrance area of each building. Please do not disturb other patients when speaking.
- Recordings of any type (including photos, images, video, voice or audio recordings, etc.) and on any device or format are strictly prohibited within or near all NEMS facilities unless specifically permitted by NEMS Administration. This is to protect the privacy of other patients, staff, and visitors.
- Be responsible for your personal belongings. NEMS is not responsible for loss or damage of any personal items that are left unattended on NEMS premises.
- Go to the nearest hospital or call 911 when you have a medical emergency.

SECTION 19

CLINIC INFORMATION



📍 SF CHINATOWN - 1520 STOCKTON CLINIC

1520 Stockton St., San Francisco, CA 94133

(Cross Street: Columbus Ave / Green St)

🕒 Clinic Hours

Mon - Fri 8:00am - 6:00pm
Sat, Sun 8:00am - 12:00pm
1:00pm - 5:00pm

🕒 Pharmacy Hours

Mon - Fri 8:00am - 6:00pm
Sat, Sun 8:00am - 12:00pm
1:00pm - 5:00pm



Sunday Clinic Now Open

🤝 **Available Services:** Adult Medicine (Internal Medicine, Family Practice), Pediatrics, Specialty Medicine, OBGYN, Dental, Optometry, Laboratory, Radiology, Pharmacy, Health Education, Behavioral Health, Member Services, and Social Services

📍 SF CHINATOWN - 728 PACIFIC CLINICS

728 Pacific Ave., San Francisco, CA 94133

(Cross Street: Stockton St / Grant Ave)

🕒 Clinic Hours

Hours vary. Please check with the specific service or department.

🕒 Pharmacy Hours

Mon - Fri 8:30am - 5:30pm
Sat, Sun Closed



🤝 Available Services:

NEMS PACE - Program of All-Inclusive Care for the Elderly, Member Services (2nd Floor); Pharmacy (Suite 115); Physical Therapy and Rehabilitation Center (Suite 301); Acupuncture (Suites 303 and 503); Chiropractic (Suite 303); and Medical Oncology (Suite 602)

📍 SF TENDERLOIN - 650 POLK CLINIC

650 Polk St., San Francisco, CA 94102

(Cross Street: Turk St / Eddy St)

🕒 Clinic Hours

Mon - Fri 8:00am - 12:00pm
1:00pm - 5:00pm
Sat, Sun Closed

🤝 Available Services:

Adult Medicine and Pediatrics



***Pharmacy services are available at 1520 Stockton Clinic.**

SF PORTOLA - 2574 SAN BRUNO CLINIC

2574 San Bruno Ave., San Francisco, CA 94134

(Cross Street: Felton St / Burrows St)

Clinic Hours

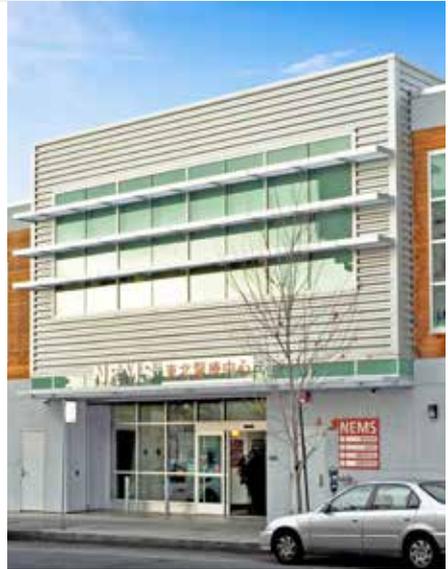
Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Sun Closed

After-Hours Clinic

Mon - Fri 5:00pm - 9:00pm
Sat, Sun Closed

Pharmacy Hours

Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Sun Closed



Available Services: Adult Medicine, Pediatrics, OBGYN, Dental, Optometry, Laboratory, Pharmacy, and Specialty Medicine

SF PORTOLA - 2633 SAN BRUNO CLINIC

2633 San Bruno Ave., San Francisco, CA 94134

(Cross Street: Burrows St / Bacon St)

Clinic Hours

Mon - Fri 9:00am - 1:00pm
2:00pm - 6:00pm
Sat, Sun Closed

Available Services:

Pediatrics, Acupuncture, and Chiropractic



📍 SF VISITACION VALLEY - 82 LELAND CLINIC

82 Leland Ave., San Francisco, CA 94134

(Cross Street: Bayshore Blvd)

🕒 Clinic Hours

Mon - Fri 8:00am - 12:00pm
1:00pm - 5:00pm
Sat, Sun Closed



🤝 Available Services:

Adult Medicine, Pediatrics,
Acupuncture, and Laboratory

*** Pharmacy services are available at 2574 San Bruno Clinic.**

📍 SF SUNSET - 1400 NORIEGA CLINIC

1400 Noriega St., San Francisco, CA 94122

(Cross Street: 21st Ave)

🕒 Clinic Hours

Mon - Fri 8:00am - 5:00pm
Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Sun Closed



🕒 Pharmacy Hours

Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Sun Closed

🤝 Available Services: Adult Medicine, OBGYN, Specialty Medicine,
Laboratory, Radiology, Pharmacy, and Behavioral Health

*** Radiology and Member Services are available at 1422 Noriega Clinic.**

*** Optometry is available at 1430 Noriega Clinic.**

📍 SF SUNSET - 1430 NORIEGA CLINIC

1430 Noriega St., San Francisco, CA 94122

(Cross Street: 21st Ave / 22nd Ave)

🕒 Clinic Hours

Tue - Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Mon, Sun Closed

🤝 Available Services:

Optometry



📍 SF SUNSET - 1450 NORIEGA CLINIC

1450 Noriega St., San Francisco, CA 94122

(Cross Street: 22nd Ave)

🕒 Clinic Hours

Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Sun Closed

🕒 After-Hours Clinic

Mon - Fri 5:00pm - 9:00pm
Sat, Sun Closed

🤝 Available Services:

Adult Medicine, Pediatrics, and
Laboratory



***Pharmacy services are available at 1400 Noriega Clinic.**

***Radiology and Member Services are available at 1422 Noriega Street.**

📍 SF SUNSET - 1798 19th AVENUE CLINIC

1798 19th Ave., San Francisco, CA 94122

(Cross Street: Noriega St)

🕒 Clinic Hours

Mon - Fri 8:00am - 12:00pm
1:00pm - 5:00pm
Sat, Sun Closed

🤝 Available Services:

Dental



📍 SF SUNSET - 1430 TARAVAL CLINIC

1430 Taraval St., San Francisco, CA 94116

(Cross Street: 24th Ave / 25th Ave)

🕒 Clinic Hours

Mon - Thur 8:00am - 12:00pm
1:00pm - 5:00pm
Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Fri, Sun Closed

🤝 Available Services:

Dental



***Medical services available at 3431 Taraval Clinic or 1450 Noriega Clinic.**

***Pharmacy services are available at 1400 Noriega Clinic.**

📍 SF SUNSET - 2308 TARAVAL CLINIC

2308 Taraval St., San Francisco, CA 94116

(Cross Street: 33rd Ave / 34th Ave)

🕒 Clinic Hours

Tue - Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Mon, Sun Closed

🤝 Available Services:

Acupuncture



***Other clinic services are available at 3431 Taraval Clinic.**

📍 SF SUNSET - 3431 TARAVAL CLINIC

3431 Taraval St., San Francisco, CA 94116

(Cross Street: 44th Ave / 45th Ave)

🕒 Clinic Hours

Mon - Fri 8:00am - 12:00pm
1:00pm - 5:00pm
Sat, Sun Closed

🤝 Available Services:

Adult Medicine, Pediatrics,
Behavioral Health, and
Member Services



***Pharmacy services are available at 1400 Noriega Clinic.**

📍 SF RICHMOND - 1019 & 1033 CLEMENT CLINIC

1033 Clement St., San Francisco, CA 94118

(Cross Street: 11th Ave / 12th Ave)

🕒 Clinic Hours

Mon - Fri 8:00am - 12:00pm
1:00pm - 5:00pm
Sat, Sun Closed

🕒 Pharmacy Hours

(1019 Clement St)

Mon - Fri 8:00am - 12:00pm
1:00pm - 5:00pm
Sat, Sun Closed



🤝 **Available Services:** Adult Medicine, Pediatrics, Dental, Acupuncture, Chiropractic, Pharmacy, Laboratory, and Member Services

📍 SF INGLESIDE - 1443 OCEAN CLINIC

1443 Ocean Ave., San Francisco, CA 94112

(Cross Street: Miramar Ave / Granada Ave)

🕒 Clinic Hours

Mon - Fri 8:00am - 12:00pm
1:00pm - 5:00pm
Sat, Sun Closed

🤝 Available Services:

Adult Medicine, Pediatrics, Acupuncture, and Member Services



DALY CITY - 211 EASTMOOR CLINIC

211 Eastmoor Ave., Daly City, CA 94015

(Cross Street: Zita Manor)

Clinic Hours

Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Sun Closed

Pharmacy Hours

Mon - Fri 8:00am - 6:00pm
Sat 8:00am - 12:00pm
1:00pm - 5:00pm
Sun Closed



Available Services: Adult Medicine, Pediatrics, OBGYN, Dental, Optometry, Laboratory, Pharmacy, Health Education, Behavioral Health, and Specialty Medicine

DALY CITY - 1850 SULLIVAN CLINICS

1850 Sullivan Ave., Suites 150 & 190, Daly City, CA 94015

(Cross Street: Eastmoor Ave)

Clinic Hours

Mon - Fri 8:00am - 12:00pm
1:00pm - 5:00pm
Sat, Sun Closed

Available Services:

Adult Medicine, Acupuncture and Chiropractic (Suite 150);
Dental (Suite 190)



📍 SOUTH SAN FRANCISCO - 200 LINDEN CLINIC

200 Linden Ave., Units C1-C2, South San Francisco, CA 94080

(Cross Street: Baden Ave)

🕒 Clinic Hours

Mon - Fri 8:00am - 12:00pm

1:00pm - 5:00pm

Sat, Sun Closed

❤️ Available Services:

Adult Medicine, Pediatrics,
Acupuncture



📍 SAN JOSE - 1870 LUNDY CLINIC

1870 Lundy Ave., San Jose, CA 95131

(Cross Street: McKay Dr)

🕒 Clinic Hours

Mon - Fri 8:00am - 6:00pm

Sat 8:00am - 12:00pm

1:00pm - 5:00pm

Sun Closed

🕒 Pharmacy Hours

Mon - Fri 8:00am - 12:00am

1:00pm - 6:00pm

Sat 8:00am - 12:00pm

1:00pm - 5:00pm

Sun Closed



❤️ Available Services: Adult Medicine, Pediatrics, Dental, Optometry, Laboratory, Radiology, Pharmacy, Medical Specialties, Acupuncture, Chiropractic, Behavioral Health, Health Education, and Member Services

VIETNAM TOWN/SAN JOSE - 939 STORY CLINICS

939 Story Rd., San Jose, CA 95122

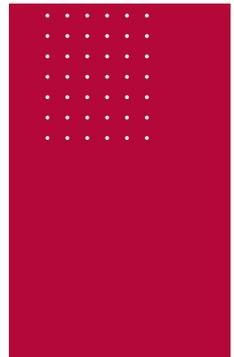
(Cross Street: King Rd)

Clinic Hours

Hours vary. Please check with the specific service or department.

Available Services:

Adult Medicine, Pediatrics, Acupuncture (Suite 103-107); Dental (Suite 102); NEMS PACE – Program of All-Inclusive Care for the Elderly (Suite 108)



NONDISCRIMINATION DISCLOSURE

In this Disclosure, we use terms like “we” “our” or “us” to refer to North East Medical Services (NEMS) and NEMS PACE. This notice is available on our website at nems.org. We comply with applicable Federal civil rights laws and does not differentiate, exclude, or discriminate against any individual on the basis of race, color, creed, religion (e.g., religious dress and grooming practices), age (e.g., those over 40), sex/gender (e.g., sex characteristics, intersex traits, pregnancy, childbirth, breastfeeding and/or related medical conditions), gender identity, gender expression, sexual orientation, sex stereotypes, marital status, medical condition (e.g., genetic characteristics, cancer or a record or history of cancer), military or veteran status, national origin (e.g., limited English proficiency, language use and possession of a driver’s license issued to persons unable to prove their presence in the United States is authorized under federal law), ancestry, disability (e.g., mental and physical, including HIV/AIDS, and cancer), genetic information, retaliation for reporting patient abuse in tax-supported institutions, enrollment in a Health Benefit Plan, state of health, need for health services, status as a litigant, status of a Medicare or Medicaid beneficiary, source of payment for care, or any other basis prohibited by law.

NEMS:

- **Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:**
 - » Qualified sign language interpreters
 - » Written information in other formats (e.g., large print, audio, accessible electronic formats, other formats).
- **Provides free language services to people whose primary language is not English, such as:**
 - » Qualified interpreters
 - » Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact NEMS at 1-888-500-1886 or NEMS PACE at 1-888-981-8909.

How to file a grievance with NEMS or NEMS PACE

If you believe that we failed to provide these services or discriminated in another way based on any of the characteristics listed above, you can file a grievance with our Member Services. If you need help filing a grievance, our Member Services Department is available to help you.

- **By phone:** Call NEMS 1-888-500-1886,
NEMS PACE 1-888-981-8909
- **By mail:** Call us and ask to have a form sent to you.
- **In Person:** Visit the Member Services Department.

You may also contact our Civil Rights Coordinator

Attn: NEMS Section 1557 Coordinator
North East Medical Services
1520 Stockton Street
San Francisco, CA 94133
NEMSSection1557@nems.org

This notice is available at: www.nems.org

How to file a grievance with U.S. Department of Health and Human Services, Office of Civil Rights

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

- **By phone:** Call 1-800-368-1019 (TTY 711 or 1-800-537-7697)
- **By mail:** Fill out a complaint form or send a letter to:
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
Complaint forms are available at:
hhs.gov/ocr/office/file/index.html
- **Online:** Visit the Office of Civil Rights Complaint Portal at:
ocrportal.hhs.gov/ocr/portal/lobby.jsf

NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AND AUXILIARY AIDS AND SERVICES

Spanish (Español)

Si habla español, se encuentran disponibles servicios de asistencia lingüística gratuitos y ayudas/servicios auxiliares.

Chinese (中文)

如果您說中文，我們可提供免費語言協助和輔助設施服務。

Vietnamese (Tiếng Việt)

Nếu quý vị nói tiếng Việt, chúng tôi có thể cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí và các thiết bị và dịch vụ hỗ trợ phù hợp.

Japanese (日本語)

日本語を話す場合は、無料の言語支援および補助器具/サービスが利用可能です。

Korean (한국어)

한국어를 하신다면, 무료 언어 지원 및 보조 기기/서비스를 이용하실 수 있습니다.

Tagalog (Tagalog)

Kung nagsasalita ka ng Tagalog, mayroong libreng serbisyo ng tulong sa wika at mga pantulong na kagamitan/serbisyo na magagamit.

Armenian (Հայերեն)

Եթե դուք խոսում եք հայերեն, անվճար լեզվալիակ օգնություն և լրացուցիչ ծառայությունները հասանելիություն կա:

Arabic (العربية)

إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية والمساعدات والخدمات المساعدة مجانًا.

Persian (فارسی)

اگر به زبان فارسی صحبت می‌کنید، خدمات کمک زبانی و وسایل/خدمات کمکی رایگان در دسترس است.

Russian (Русский)

Если вы говорите по-русски, бесплатная языковая помощь и вспомогательные средства/услуги доступны

Thai (ไทย)

หากคุณพูดภาษาไทย มีบริการช่วยเหลือทางภาษาและอุปกรณ์ /บริการเสริมฟรีให้บริการ

Amharic (አማርኛ)

እርስዎ አማርኛ ከሚናገሩ ከሆነ፣ የቋንቋ እርዳታ እና ተጨማሪ አገልግሎቶች በነፃ ይገኛሉ።

French (Français)

Si vous parlez français, des services d'assistance linguistique gratuits et des aides/ services auxiliaires sont à votre disposition.

German (Deutsch)

Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachhilfe und Hilfsmittel/ Dienste zur Verfügung.

Ilocano (Ilocano)

No agsao kayo ti Ilocano, adda libre a tulong iti lengguahe ken dagiti kagawaan/serbisio nga makatulong.

Samoan (Samoa)

Afai e te tautala i le gagana Samoa, e avanoa auaunaga fesoasoani i gagana ma meafaigaluega /auaunaga fesoasoani e aunoa ma se totogi.

Hindi (हिन्दी)

यदि आप हिन्दी बोलते हैं, तो मुफ्त भाषा सहायता और सहायक उपकरण/सेवाएँ उपलब्ध हैं।

Hmong (Hmoob)

Yog koj hais lus Hmoob, muaj kev pab txhais lus dawb thiab cov cuab yeej/kev pab ntiv muaj.

Mon-Khmer, Cambodian (ភាសាខ្មែរ)

ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ មានសំណើជំនួយភាសាជាយុត្តិធម៌ និងឧបករណ៍/សំណើជំនួយផ្សេងទៀតមានសុំរាប់។

Punjabi (ਪੰਜਾਬੀ)

ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਅਤੇ ਸਹਾਇਕ ਸਹਾਇਤਾ/ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ।

Member Services – California

1520 Stockton Street
San Francisco, CA 94133
1-888-500-1886
TTY: 1-800-735-2929

Member Services – Nevada

5580 W. Flamingo Road, Suite 105
Las Vegas, NV 89103
1-888-500-1886
TTY: 1-800-326-6868

NEMS PACE

728 Pacific Avenue, 2nd floor
San Francisco, CA 94133
1-888-981-8909
TTY: 1-800-735-2929

CONTACT NEMS



 **1-888-500-1886**

**For appointment scheduling,
cancellations, patient registration, and
general inquiries at all San Francisco
Bay Area clinic locations.**



**Please Scan QR Code to
See All Clinic Information**



**Please Scan QR Code
to Login to MyChart**

Please visit our website (www.nems.org) for additional information,
updated clinic and pharmacy hours, and more.