



FOR NEW PARTICIPANTS

You are now in the *Healthy San Francisco* program.

You can schedule a doctor's appointment by contacting your Medical Home. Your Medical Home information is included in the Application Summary Sheet you just received from your Application Assistor. Present the Application Summary Sheet at medical appointments until you receive your *Healthy San Francisco* ID Card.

Within the next few weeks, you will receive in the mail:

- ◆ **A *Healthy San Francisco* ID Card** that you should carry with you at all times. You will present this card each time you visit your Medical Home or pick up prescription medicine.
- ◆ **A *Healthy San Francisco* Handbook** that provides more detailed information about how to use the program to receive medical care.

Getting Medical Care: Your Medical Home is the first place you should call when you need care. You may not receive primary care services from any health care provider other than at your Medical Home, unless your Medical Home refers you to that provider.

Prescription Medicine: Your Medical Home doctor will prescribe medicine when needed and will tell you which pharmacy you can go to. If your Medical Home does not have a designated pharmacy, you should go San Francisco General Hospital, Outpatient Pharmacy, 1001 Potrero Avenue. Their phone number is (415) 206-8107.

Hospital Care: *Healthy San Francisco* provides hospital care at San Francisco General Hospital only.

If you have a life-threatening emergency, call 9-1-1 to get an ambulance.

To schedule a doctor's appointment, please call your Medical Home. For questions about the program, or if you are not sure who to call, contact

***Healthy San Francisco* Customer Service**
(415) 615-4555

Monday through Friday, 8:30am to 5:30pm