

# Telephone appointments

now available



## Now, you can get care from a doctor – wherever you are

Do you have a minor health condition? If it doesn't require an in-person medical exam, you may be able to address it with a doctor by phone. You'll get great care, and you'll save time.



### Some examples of conditions:\*

- Allergies
- Colds and coughs
- Some follow-up visits
- Upper respiratory infections



### When you call us, we will:

- Make sure you're 18 and over
- Confirm you've had at least 1 face-to-face visit with us
- Schedule a 1-hour window for the doctor to call you

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### Need to make an appointment?

Find phone numbers and hours on the back side of this page.

\*Telephone appointments are not appropriate for emergency conditions, such as severe shortness of breath, severe abdominal pain, severe bleeding, or urgent conditions—like sprains, falls, or cuts needing stitches.

If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

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## Call for care at a location near you

### Baldwin Park, Downey, and South Bay

- **Baldwin Park Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-800-780-1277**
- **Downey Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
Sat-Sun, 7 a.m. to 1 p.m.  
**1-800-823-4040**
- **South Bay Medical Center**  
7 days, 24 hours  
**1-800-780-1230**

### Inland Empire and Coachella Valley

- **Fontana Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
Sat, 7 a.m. to 3:30 p.m.  
**1-888-750-0036**
- **Moreno Valley Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
Sat, 7 a.m. to 3 p.m.  
**1-866-984-7483**
- **Ontario Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
Sat, 7 a.m. to 3:30 p.m.  
**1-888-750-0036**
- **Riverside Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
Sat, 7 a.m. to 3:30 p.m.  
**1-866-984-7483**

### Kern County, Valleys, Western Ventura

- **Antelope Valley Service Area**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-877-554-4404**

- **Kern County Service Area**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-877-524-7373**
- **Panorama City Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-888-778-5000**
- **Woodland Hills Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-888-515-3500**

### Los Angeles

- **Los Angeles Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-800-954-8000**
- **West Los Angeles Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-800-954-8000**

### Orange County

- **Orange County-Anaheim Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-888-988-2800**
- **Orange County-Irvine Medical Center**  
Mon-Fri, 7 a.m. to 7 p.m.  
**1-888-988-2800**

### San Diego

- **San Diego Medical Center**  
7 days a week, 7 a.m. to 7 p.m.  
**1-800-290-5000**

For TTY, all locations call **711**.