



OPSAM HEALTH

A COMMUNITY HEALTH GUIDE

Patient Information Guide

Your guide to our clinics, services, and community resources across San Diego County.

**Welcome — whoever you are,
however you pay.**

Opsam Health is a federally qualified health center serving individuals and families throughout San Diego County, from South Bay to North County. This guide introduces our clinics, the care we provide, and the practical help available to you and your family.

GET IN TOUCH

ONE NUMBER FOR EVERYTHING — 24/7

(844) 200-2426

Medical, dental, and after hours. Call any time.

ONLINE

www.opsam.org

Welcome to Opsam Health

As a federally qualified health center, we are committed to providing quality, patient-centered care to every member of the communities we serve. Whether you have the ability to pay or not, whether you are housed or unhoused, insured or uninsured, you are welcome in our clinics and will be treated with respect and compassion.

Who we serve

Individuals and families of every age and background across San Diego County. We accept Medi-Cal, Medicare, Covered California, and most private insurance — and we care for patients who are uninsured.

Care in one place

Medical, dental, behavioral health, women's health, and specialty care sit side by side, so your care team can work together on your behalf.

How to use this guide

- 3 Clinic Locations**
Addresses, hours, phone numbers, and the services offered at each site.
- 5 Services & Programs**
Plain-language descriptions of the care and support we provide.
- 8 Preparing for your visit**
A checklist of what to bring and what to tell us.
- 9 Making the most of your care**
Tips for your visit, plus space for your questions and notes.

NATIONAL RECOGNITION FOR QUALITY CARE



PLEASE NOTE

This booklet provides general information about Opsam Health. It does **not** replace the official New Patient Registration, treatment consent, privacy, or medical-history forms. Those documents are provided by clinic staff and are available at www.opsam.org/new-patients. Nothing here is medical advice — please speak with your care team about your health.

Our Clinics

Every clinic, medical and dental alike, shares one number: **(844) 200-2426**. It is answered 24 hours a day, 7 days a week, so you can call any time. Clinic hours and services can change, so please call or check www.opsam.org before you travel.



Mira Mesa Medical & Dental

10737 Camino Ruiz, Suites #235 and #140
San Diego, CA 92126

Mon–Fri: 8:00 am – 5:00 pm
Sat: 8:00 am • 2:00 pm (Family Medicine only)
Sunday closed

- Family & Internal Medicine • Pediatrics • Dental
- Women's Health • Behavioral Health • Chiropractic
- Endocrinology • Optometry • Insurance Enrollment



Mira Mesa Boulevard — Specialty & Eye

8977 Mira Mesa Blvd
San Diego, CA 92126

Mon–Fri 8:00 am – 5:00 pm
Saturday & Sunday closed

- Optometry • Pediatric Care • Behavioral Health
- Chiropractic



Rancho Peñasquitos

9995 Carmel Mountain Road, Suite B10-11
San Diego, CA 92129

Mon–Fri: 8:00 am – 5:00 pm
Saturday & Sunday closed

- Family Medicine • Psychiatry • Psychotherapy



Scripps Ranch Medical

9855 Erma Road, Suite #105
San Diego, CA 92131

Mon–Fri: 8:00 am – 5:00 pm
Saturday & Sunday closed

- Family Medicine



National City Medical

2743 Highland Avenue
National City, CA 91950

Mon–Fri 8:00 am – 5:00 pm
Saturday 8:00 am – 5:00 pm
Sunday closed

• Family Medicine • Optometry • Psychiatry • Psychotherapy



National City Dental & Women's Health

2835 Highland Avenue
National City, CA 91950

Mon–Fri 8:00 am – 5:00 pm
Saturday & Sunday closed

Suite A Pediatrics • Dental

Suite B Chiropractic • Women's Health • OB-GYN



City Heights Medical

5296 University Avenue, Suite F-1
San Diego, CA 92105

Mon–Fri 8:00 am – 5:00 pm
Saturday & Sunday closed

• Primary Care • Women's Health • Cardiology
• Psychiatry • Psychotherapy • Behavioral Health

ADMINISTRATIVE OFFICE — NOT A CLINIC

Administrative Building

637 Third Avenue
Chula Vista, CA 91910
(844) 200-2426

No clinical services are provided at this address.

Please visit one of the clinic locations listed in this guide for medical, dental, or behavioral health care.

Not sure which clinic is right for you?

Call us and a patient service representative will help you choose a location, book an appointment, and arrange interpretation or transportation support if you need it.



AVAILABLE - 24 HOURS A DAY

(844) 200-2426

Care for Every Stage of Life

Not every service is offered at every clinic. Check the location pages or call (844) 200-2426 to find the nearest site offering the care you need.

Adult Primary & Preventive Care

Your primary care team is your main point of contact for most health concerns — routine check-ups, treatment for common illnesses, and management of ongoing conditions such as diabetes or high blood pressure. They also focus on prevention and early detection, and coordinate with specialists when needed. Same-day primary care appointments may be available; ask when you call.

Pediatric Care

Care for children from infancy through adolescence: well-child check-ups, vaccinations, treatment for common illnesses, sports physicals, and support for childhood conditions — plus guidance on growth, nutrition, safety, and emotional well-being.

Women's Health

Routine check-ups and preventive care, family planning and birth control, prenatal and postnatal care, and screenings including breast and cervical cancer — with care that continues through menopause and beyond.

Dental Services

Comprehensive care for teeth and gums: routine cleanings and exams, fillings, extractions, periodontal (gum disease) treatment, and general and pediatric dentistry. To book a dental visit, call (844) 200-2426.

Mental & Behavioral Health

Support for emotional, psychological, and behavioral challenges, including counseling, psychotherapy, and psychiatry. Care plans are personalized — whether you are managing everyday stress or a more complex concern such as anxiety or depression.

Specialty Care

Advanced support for needs beyond primary care. Specialists work alongside your primary care provider, who can refer you when a specialty visit would help.

Cardiology

Care for the heart and blood vessels, including evaluation and ongoing management of conditions such as high blood pressure, heart disease, and irregular heart rhythms.

Chiropractic Care

Diagnosis and treatment of concerns involving the spine, joints, and muscles — hands-on adjustments and therapies to relieve pain and support mobility, for adults and for children.

Endocrinology

Care for conditions involving hormones and the glands that produce them, such as diabetes and thyroid disorders.

Gastroenterology

Care for the digestive system — the stomach, intestines, liver, and related organs — including ongoing digestive concerns and recommended screenings.

Optometry

Eye exams and vision care, including prescriptions for glasses or contact lenses and screening for eye conditions.

Substance Use Disorder Treatment

Confidential, judgment-free support for patients working through alcohol or drug use, coordinated with your medical and behavioral health teams.

Community Health Resources

COVID-19 resources and HIV resources are available through our patient resource pages, and we host community events throughout the year — health fairs, screenings, and educational workshops.

Visit www.opsam.org for what's happening near you.

TRANSPORTATION ASSISTANCE

Difficulty getting to your appointment shouldn't mean going without care.
Contact us to discuss your transportation needs.

(844) 200-2426

Support Beyond the Exam Room

Care Management

Personalized support if you have complex health needs. Your care manager helps coordinate care across providers, keep track of appointments, and connect you with community resources.

Enhanced Care Management

A Medi-Cal benefit offering intensive, whole-person care coordination for eligible patients. Ask your care team whether you qualify.

Chronic Care Management

Ongoing between-visit support for patients living with long-term conditions, so your plan of care keeps moving forward between appointments.

Remote Patient Monitoring

Health readings taken at home and shared with your care team, so changes can be noticed sooner without an extra trip to the clinic.

HELP WITH COVERAGE AND COST

Insurance Enrollment Assistance

If you are uninsured, tell a patient service representative and you will be connected with a Certified Enrollment Counselor who can walk you through your options.

CALL TO ASK FOR A COUNSELOR

(844) 200-2426

Sliding Fee Discount Program

If you do not have health insurance, bring proof of income — pay stubs, a tax return, or a bank statement — and we can help you apply for a discount based on household income and size. Eligibility is determined by clinic staff.

COMMUNITY PARTNER ACKNOWLEDGMENT



Compassionate Care Coordination for San Diego Communities

Enhanced Care Management & Community Support Services — connecting members to housing, healthcare, and the resources they need to thrive.

HOUSING NAVIGATION • CARE COORDINATION • COMMUNITY SUPPORT

abitarelife.com
800-613-8144
San Diego, CA

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What to Bring, What to Tell Us

Use this checklist before your appointment. Not every item will apply to you — bring what you have, and our staff will help with the rest.

BRING WITH YOU

- Photo identification, such as a driver's license or passport, if you have one
- Insurance card — Medi-Cal, Medicare, or private plan, if applicable
- Proof of income if you are uninsured and applying for the Sliding Fee Discount Program
- A list of your medications, or the containers themselves
- Allergy information, including reactions to medications
- Relevant medical records or test results from other providers
- Your preferred pharmacy name and address
- Your questions for the care team — page 10 has space to write them down
- Any completed registration or consent forms from www.opsam.org/new-patients

TELL US WHEN YOU BOOK

- I would like an interpreter, or care, in a language other than English
- I need accessibility accommodations at the clinic
- I need help arranging transportation to and from my appointment
- I would like to speak with a Certified Enrollment Counselor about coverage
- Someone will accompany me to my visit

When you arrive

Check in at the front desk and let the patient service representative know if this is your first visit. If you cannot keep your appointment, please call as early as you can so the time can be offered to another patient.

Arrival-time guidance to be confirmed by Opsam Health before printing.

A note on forms. New patients can save time by completing the Patient Registration Form before the visit. Registration, adult and minor treatment consent, and behavioral health forms are available in English and Spanish at www.opsam.org/new-patients, and at every clinic.

COMMUNITY PARTNER ACKNOWLEDGMENT



Compassion in Action

Supporting nonprofits that uplift lives, strengthen communities, and bring hope where it's needed most.

LEARN MORE ABOUT
OUR MISSION & IMPACT

lbcharitablefoundation.org

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Getting the Most From Every Visit

A good visit is a conversation. These suggestions come from patients and care teams alike — small things that make appointments clearer, calmer, and more useful.

Speak up — nothing is too small

Describe symptoms in your own words: when they started, what makes them better or worse, and how they affect your daily life. If something worries you, say so early in the visit rather than at the door.

Ask us to say it again

If an explanation is unclear, ask for it in plain language — or repeat it back in your own words so your provider can confirm you have it right. That is a normal, welcome part of a visit.

Bring someone if it helps

A family member or friend can help you remember what was said and ask questions you might not think of. Let us know at booking so we can plan for the extra person.

Be candid about cost and access

If a medication, test, or follow-up visit would be hard to afford or hard to get to, tell your care team. There may be alternatives, and our staff can connect you with enrollment or transportation support.

Before You Leave the Clinic

Know the plan. What is the next step, and when should you expect to hear about it?

Know your medications. What is new, what has changed, and what should you stop?

Know about tests. How and when will results reach you, and who do you call if they don't?

Know when to call. Which symptoms mean call the clinic, and which mean call 911?

After your visit

Use the patient portal to review your visit, message your provider with non-urgent questions, and request prescription refills. For anything urgent, call (844) 200-2426 — day or night.

Tell us how we did

Your feedback shapes the care we provide. Share a compliment or a concern with any staff member, or through the contact page at www.opsam.org.

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Mechanics Bank

xerox™

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Bring Your Questions With You

Writing questions down beforehand makes them easier to remember. There are no wrong questions — your care team wants to hear them.

FOOD FOR THOUGHT — QUESTIONS OTHER PATIENTS ASK

- What's causing my symptoms, and what else could it be?
- Do I need any tests, and what will they tell us?
- What can I do at home to feel better or prevent this?
- How might this affect my other health conditions or interact with medications I'm already taking?
- Which screenings are recommended for my age and health history?
- What side effects should I expect, and which ones should I call about?
- What are my options if I prefer not to start a medication?
- Is there a lower-cost version of this medication?
- What happens next, and when should I come back?
- Who do I contact if my symptoms get worse over the weekend or after hours?

QUESTIONS FOR MY PRIMARY CARE TEAM

FOLLOW-UP INSTRUCTIONS

REFERRALS & TESTS ORDERED

PERSONAL NOTES

COMMUNITY PARTNER ACKNOWLEDGMENT



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IN A MEDICAL EMERGENCY**911**

If you are experiencing a life-threatening medical emergency at any time, day or night, call **9-1-1** immediately or go to the nearest emergency room. Do not wait to reach the clinic.

After Hours & Urgent Questions

There is never a wrong time to call. Dial (844) 200-2426 at any hour, including nights, weekends, and holidays. The after-hours system connects you with a medical professional for guidance.

Messaging Your Provider

For non-urgent questions about your care, log in to the Opsam Health patient portal and send a message to your provider. Front-desk staff can help you get set up at your next visit.

ONE NUMBER, ANY TIME — 24 HOURS A DAY, 7 DAYS A WEEK**(844) 200-2426**

CALL ANY TIME

- Medical appointments
- Dental appointments
- Behavioral health & specialty care
- After-hours & weekend questions
- Interpretation & transportation support
- Insurance enrollment help

Online Resources

- **Locations & Hours**
opsam.org/locations
- **New Patient Forms**
opsam.org/new-patients
- **Insurance Assistance**
opsam.org/new-patients/insurance-assistance
- **Sliding Fee Program**
opsam.org/new-patients/slide-fee-program
- **COVID-19 & HIV Resources**
opsam.org/new-patients

Language & Accessibility

Tell us at booking or check-in if you would like an interpreter or need accommodations. Registration and consent forms are published in English and Spanish. Web accessibility information is available at opsam.org/web-accessibility.

Available languages and accommodation details to be confirmed by Opsam Health before printing.

WE'RE GLAD YOU'RE HERE

Building healthier, happier communities — together.

Whatever brought you to Opsam Health, you and your family are welcome here. Our teams are ready to help you find a clinic, understand your coverage, and take the next step in your care. If you are not sure where to start, call us — that is what we are here for.

CALL US — 24/7

(844) 200-2426

VISIT US ONLINE

www.opsam.org



SCAN FOR CLINICS,
HOURS & SERVICES

Follow us on Facebook, Instagram, and LinkedIn — @opsamhealth. To support our work, visit www.opsam.org/donate.

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