



Let's Get Started

New Patient

Guide



MLK Community
Medical Group

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Same-Day Appointments

In person or by telephone

Comprehensive, Coordinated Care

Quality physical and
mental healthcare from a
team ready to support you

For Your Whole Family

The experts and services
you want for everyone in
your family



Welcome to the MLK Community Medical Group

At MLK Community Medical Group we are here to help you with your care. In the clinic, at home, in the hospital, and in the community we are your partners in health.



“ The first time I went to the clinic I fell in love with Dr. Romero. I liked how he talked to me, how he explained everything so I could understand it. He really cares. ”

What We Offer You:

- A model of coordinated care that addresses mental health and physical health
- A team that specializes in treating issues you may have been trying to manage for years, such as diabetes, high blood pressure, and heart disease
- The support and education you need to make the best decisions about your care

Whether it's care for you, your parents, or your children, we're the best at what we do.

At MLK Community Medical Group you get the care you need, when you need it.

Hours

Monday through Thursday: 7:00 am – 7:00 pm
Friday: 7:00 am – 6:00 pm
Closed Saturday and Sunday

Locations

Rosecrans Clinic
2251 W. Rosecrans Ave., Suite 18
Compton, CA 90222

COMING SOON East Compton Clinic
135 E. Compton Blvd.
Compton, CA 90220

Now offering phone appointments. Call 424-529-6755 to make an appointment.

Your Team

Our doctors are experts who are here for one reason – you. We are bilingual and sensitive to your cultural background, adapting our approach to provide care that respects each individual’s culture and belief system.



When you come to us for care, you get more than great doctors. You get an entire team that puts you at the center of your care. Your team includes:

A Social Services Specialist – Helps you handle everyday life problems. Connects you and your family to community services, including food, housing, transportation, and other resources.

A Care Manager – Evaluates your needs and then works with you, your family, and your care team to customize your care plan, services, and resources to meet your specific needs—both short-term and long-term.

A Patient Navigator – Helps you communicate with your care team so that you can make the best decisions about your healthcare.

“ Millions of Americans struggle with mental illness and addiction. This is not something to be ashamed of. I am humbled and inspired by how my work as a psychiatrist helps people live happier and more connected lives. ”



P.K. Fonsworth, MD, MBA
Addiction Psychiatrist

The Importance of Having a Primary Care Doctor

We recommend that you have a primary care doctor to help you manage chronic conditions, manage your overall healthcare costs, and increase your sense of well-being. Here are a few other reasons:

A Healthy Relationship for Better Health

Having one doctor who sees you for everything from a stomachache to blood-pressure control means you have one person who really knows your history. When you come for your appointment, you don't need to explain to the doctor that you have heart disease in your family

or list all of your medications because he or she already has all that information. And it's easier to talk about sensitive issues with someone you know, so your doctor visit is less stressful.

A Partner in Prevention

Your primary care doctor helps you avoid health problems. Based on your exam and your medical history, your doctor can determine if you're at increased risk for conditions such as high blood pressure, diabetes, heart disease, and cancer. Together you can take steps to prevent getting them. When you see your doctor regularly, it's more likely that any health issues will be detected early, when they're most treatable. Your primary care doctor can also help you find the right specialist if you need one.



Log on to
<https://mlkcmg.org/our-doctors>
to meet our doctors

Our Services

We offer the kind of quality primary and specialty care, disease management, and preventive services that will keep you as healthy as you can be in body and mind.



Primary care:

- For adults and children

Specialty care:

- Diabetes (Endocrinology)
- Heart Disease (Cardiology)
- Lung Disease (Pulmonology)
- Urology
- Mental and Behavioral Health (Psychiatry/Social Work)
- Foot Care (Podiatry)
- Infectious Disease
- Surgery
- Addiction Medicine

Even after you leave our office, we help keep you on track by:



Giving you a care plan that's designed just for you. We also give you coaching and advice to help you meet your goals.



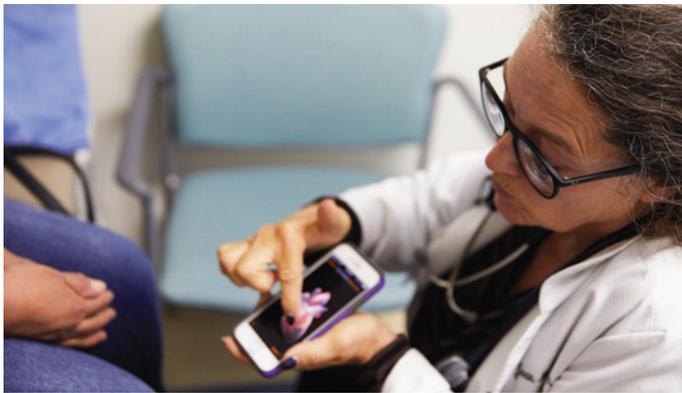
Reviewing all your medications with you so you know how much and how often to take your medicine.



Making sure you have transportation to get to your next appointment. We also help make sure you can find healthful food to keep you feeling great.

High-Tech Care

Our team works in a state-of-the-art office equipped with the latest medical technology, including our MyCare Patient Portal. With MyCare, you can email your doctor, schedule appointments, view your lab results, and much more. With our system, everyone on your care team has your most recent information—saving you time and helping you get the best care.



Classes

We partner with you to create a wellness plan that fits your health needs and lifestyle. Some of our programs include:



Healthy Living: Skills to help people who are living with chronic conditions



Diabetes Self-Management: Supporting people with Type 2 diabetes, helping them control their blood sugar and manage symptoms



Chronic Pain Self-Management: New ways to manage pain

Log on to
<https://mlkcmg.org/classes>
to register for a free class

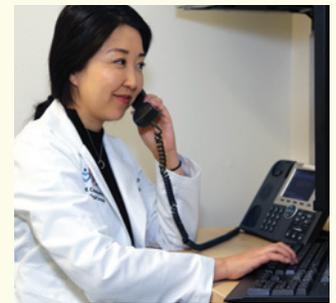
“What I like best about my job is having the opportunity to build life-long relationships and partnerships with my patients. Watching families and communities take ownership of their health is one of the most rewarding aspects of my job.”



Yulsi Lili Fernandez Montero, MD, MPH
Family Medicine

Telephone Appointments

You can save time by talking with a doctor on the phone. If you are a current patient and are over 18 years old, we are available to talk with you about many common health issues.



Some examples are:

Allergies	Flu
Asthma	Insect Bites
Chronic Joint Pain	Sinus Pain/Pressure
Colds and Coughs	Sore Throat
Diarrhea	Vomiting

Call us at 424-529-6755 to schedule your phone appointment.

Getting Started

Preparing for Your Visit

We will send you an appointment reminder by phone call or text message. When you come to see us, remember to:



Write down your questions and notes before you come.



Bring your driver's license or identification card.



Bring your health insurance card, if you have one.

Allow enough time to check in.

Consider asking a friend or family member to come with you. This person may help you ask questions or remember answers.

Forms to Complete Before You Come In

By completing these forms and bringing them to your first visit, you can shorten your wait time. If you cannot fill them out at home, please be sure to arrive early for your appointment.



Log on to [MLKCMG.org](https://mlkcmg.org)
<https://mlkcmg.org/your-visit>
to download these forms

Patient History

This important form tells the doctor about:

- Your medical history
- Your family's medical history
- Medications you are taking
- Allergies

New Patient Registration

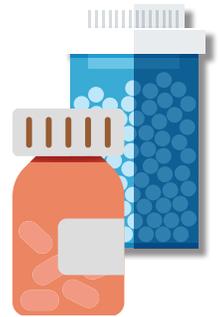
This short form tells us these:

- Your contact information
- Your insurance information

At Your Appointment

Bring all the medications (bottles) you're currently taking, including:

- ✓ Prescription medication
- ✓ Over-the-counter medications, such as aspirin or ibuprofen
- ✓ Vitamins
- ✓ Herbal supplements



Ask questions and share your concerns. If you don't understand the doctor's answers, ask for more information.



Before you leave, be sure you know:

- ✓ Which medications to take and how often
- ✓ When you have to take tests or have a follow-up appointment
- ✓ When and how you should expect your test results and what the results mean

If you think you might be late, please call us at 424-529-6755. We will do everything we can to make sure you see a doctor.

If you need help getting to your appointment, please call us at 424-529-6755.



Get Care with MyCare Patient Portal

When you use MyCare Patient Portal you can do the following:

- Request a prescription renewal
- Request an appointment
- Fill out your registration forms before your appointment
- Send a secure message to your doctor
- View your lab and test results
- Update your information

Register During Your First Visit

When you come for your first appointment, we will help you with the registration process. It takes five minutes. You can also call us and ask for assistance.



Step 1: When you are at MLK Community Medical Group for your first visit, provide your email address to the receptionist. The staff will assign you a security Challenge Question so that you will log on safely your first time. This will generally be your zip code.



When You Get Home

Step 2: You will receive an invitation at the email address you gave us. You should expect the email immediately after you register.



Step 3: Click on the **Accept Invitation to MyMLKCH** link.

Step 4: Once you are connected, you will see the logo for Martin Luther King, Jr. Community Hospital. This is the same portal we use at MLK Community Medical Group. You are on the correct site.



Step 5: Next enter your date of birth and answer your “challenge” question. Your answer will be the answer we assigned you when you registered. This will generally be your zip code.



Step 6: Verify your email address and create a username and a password, and choose your new personal security question and answer.



Step 7: Review and agree to the Terms of Use and Privacy Policy and click **Create Account**.

Please remember your username and password. You will need them every time you log in.

To log on after you complete your enrollment, go to:
Yourmlkch.iqhealth.com

Congratulations, you now have access to the MyCare Patient Portal!

Basic Health Coverage Information

Health coverage pays for doctor services, medications, hospital care, and special equipment when you're sick. It is also important when you're *not* sick.



Most coverage includes immunizations for children and adults, annual visits for women and seniors, obesity screening, and counseling for people of all ages. Many of these services may be free with your paid-up insurance. Keep your coverage by paying your monthly premiums (if you have them).

Insurance plans can differ by the doctors you see and how much you have to pay. Medicaid and the Children's Health Insurance Program (CHIP) also vary from state to state. Check with your insurance company or state Medicaid or CHIP program to make sure you understand what services and doctors your plan will pay for and how much each visit or medicine will cost.

Ask for a Summary of Benefits and Coverage document that summarizes your plan or coverage, such as the covered benefits, cost-sharing provisions, and coverage limitations and exceptions.

Important Health Insurance Words

A Network is the facilities, doctors, and suppliers your health insurer has contracted with to provide healthcare services.

- Contact your insurance company to find out which doctors are "in-network." These doctors may also be called "preferred providers" or "participating providers."
- If a doctor is "out-of-network," it will cost you more to see her.
- Network can change. Check with your doctor each time you make an appointment so you know how much you will have to pay.





A Deductible is the amount you owe for covered services before your health plan begins to pay.

For example, if your deductible is \$1,000, your plan won't pay anything until you've met your \$1,000 deductible for covered healthcare services that are part of the deductible. The deductible may not apply to all services.

Co-insurance is your share of the costs of a covered healthcare service, calculated as a percent (for example, 20%) of the allowed amount for the service. You pay co-insurance plus any deductible you owe.

For example, if the health plan's allowed amount for an office visit is \$100 and you've met your deductible, your co-insurance payment of 20% would be \$20. The health plan pays the rest of the allowed amount.



A Co-payment, or co-pay, is an amount you may be required to pay as your share of the cost for a medical service or supply, such as a doctor's visit, hospital outpatient visit, or prescription drug. A co-payment is usually a set amount, rather than a percentage.

For example, you might pay \$10 or \$20 for a doctor's visit, lab work, or prescription. Co-payments are usually between \$0 and \$50 depending on your insurance plan and the type of visit or service.



Basic Health Coverage Information

A Premium is the amount that you must pay for your health insurance. You and/or your employer usually pay it monthly, quarterly, or yearly. It is not included in your deductible, your co-payment, or your co-insurance. Caution: If you don't pay your premium, you could lose your coverage.



An Out-of-Pocket Maximum is the most you pay during a policy period (usually one year) before your health plan starts to pay 100% for covered essential, or necessary, health benefits. This limit includes deductibles, co-insurance, co-payments, or similar charges and other costs for a qualified medical expense. This limit does not have to include premiums or spending for non-essential health benefits.

An Explanation of Benefits (or EOB) is a summary of health care charges that your health plan sends you after you see a doctor or get a service. It is not a bill. It is a record of the healthcare you or individuals covered on your policy got and how much your doctor is charging your health plan and how much you owe.

Some Coverage Questions

The questions below can help you better understand your coverage and what you will pay when you get healthcare. If you don't know the answers to these questions, contact your insurance plan or state Medicaid or CHIP agency.

- How much will I have to pay for a primary care visit? A specialty visit? A mental/behavioral health visit?
- Would I have to pay a different amount if I see an "in-network" or "out-of-network" doctor?
- How much do I have to pay for prescription medicine?
- Are there limits on the number of visits to a doctor such as a behavioral/mental health doctor or physical therapist?
- How much will it cost me to go to the emergency room if it's not an emergency?
- What is my deductible?
- Do I need a referral to see a specialist?
- What services are not covered by my plan?



Community Resources

Our commitment to coordinating your care includes connecting you to the support and encouragement provided by many community resources near where you work or live.

Log on to <https://mlkcmg.org/community-resources> for local contacts that support each of the following areas.

Department of Social Services Resources

The Department of Social Services is a California state agency that is responsible for many social safety net programs, including applications for food stamps, cash aid, general relief (GR), Medi-Cal, and in-home support services.

Domestic Violence Resources

These are services for domestic violence victims and their families, including advocacy (support), crisis intervention, legal assistance, case management, assistance with shelter placement, and referrals to counseling.



Eating Disorder Resources

These resources are intended for people suffering from various eating disorders, such as anorexia (fear of eating to avoid weight gain), binge eating, bulimia (eating a great deal and then vomiting to avoid weight gain), compulsive eating, or overeating.



Community Resources



Employment Resources

These resources can help with job listings, job skills, interview skills, job-search techniques, unemployment benefits, and placement assistance.

Family-Based Resources

Family-based resources offer educational, family, child, and youth services that may include counseling, recreation, after-school activities, classes, and ESL (English as a second language) classes.



Food Resources

These resources include food banks, food pantries, and hot meals within your local community. Call selected food distribution centers because dates, times, and locations frequently change.

Homeless Resources

Homeless resources are walk-in overnight emergency shelters. Some shelters offer support services, case management, meals, showers and housing referrals.

Immigration and Refugee Resources

These resources provide essential services to immigrants and newcomers to this country. These include legal services that deal with immigration and refugee policies that protect family unity and allow an opportunity to contribute and participate more fully in our communities.



Legal Resources

Legal resources may include assistance in preparing legal forms and guidance on a variety of civil matters, including evictions, child custody, divorces, domestic violence, paternity actions, and civil harassment (violence or threats of violence from someone you don't have a close relationship with).

Medical Resources

Medical resources include community healthcare clinics, public health centers, women's health services, dental services, and vision services.



Mental Health Resources

These resources provide mental health services to Los Angeles County, including crisis helplines, crisis response teams, urgent care centers, and mental health centers.

Sexual Assault Resources

These resources serve people who have witnessed or been the victim of a sexual crime. They include hotlines, outpatient services, and support groups.

Social Security Resources

The United States Social Security Administration administers Social Security and social insurance programs, including retirement, disability, and survivors' benefits.



Subsidized Transportation Resources

These resources provide transportation assistance programs that offer lower cost for seniors, people with disabilities, and students.



Substance Abuse Resources

These resources include community assessment service centers, medical detoxification treatment centers, methadone programs, residential drug and alcohol programs, treatment programs for pregnant women and women with children, outpatient treatment programs, tobacco cessation (stopping smoking or chewing tobacco) programs, sober-living programs, and sober living for parents with children.

Contact our Social Services Specialist if you have questions about what you need. We're here to help.



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