

# What You Need to Know:

## MercyClinic Norwood

*MercyClinic Norwood is north Sacramento's most comprehensive healthcare clinic for adults and children. We are part of Mercy General Hospital and we are pleased to provide quality medical care to you and those close to you.*

### **What kind of health services are offered at the clinic?**

*MercyClinic Norwood offers a full spectrum of primary health-care services, including:*

- General and Family Medicine
- Child Health and Disability Prevention (CHDP) Program
- Worker Injuries
- Well Woman Visits

### **What kind of insurance do I need?**

We accept Medi-Cal, Geographic Managed Care (GMC), Medicare, Healthy Families and some private plans.

### **What languages are spoken at the clinic?**

Some members of our healthcare team are fluent in Spanish and interpreter services are available for most other languages.

### **Do I need to make an appointment?**

We are an appointment based clinic. If you feel like you need to be seen right away, call 929-8575. We will try to make every effort to see you for unexpected illnesses, you may sometimes have to wait until we have completed seeing patients who have already scheduled an appointment.

To schedule an appointment, call 929-8575.

### **Emergencies**

If you feel you are experiencing a life threatening emergency, call 911 immediately.

### **What should I bring to my appointment?**

New patients should arrive 30 minutes before their appointment and bring:

- A photo ID  
(patients age 17 or over or parents of patients under 17)
- Insurance card
- Shot records
- Any medications that you are currently taking

Note: A parent, legal guardian or conservator must be present to sign the consent for treatment of minors. Legal guardians and conservators must also show their court papers.



**Where do I get my prescriptions filled?**

You may go to any retail pharmacy allowed by your health plan.

**What should I do if I need medication refills?**

Call your pharmacy at least four days before your medication runs out. The pharmacy will contact your doctor, who will review the request based upon your condition. Before going to the pharmacy, call first to see if your refill is ready. Remember to bring your insurance card with you.

**What should I do if I need medical care when the office is not open?**

In all true emergencies, always call 911. If it is not an emergency, call the office at 929-8575. You will hear a recording that will give you instructions on what to do.

**Where do I get my lab work done?**

You should refer to the lab requirements of your health plan. If your health insurance has no restrictions on lab services, there is a lab located in our lobby. For more information, ask one of our staff members. If there is a problem with your results, your provider will contact you.

**What if I am bringing a sick child to the clinic?**

If you believe that your child has a contagious illness (such as a rash or chicken pox), please do not bring him/her into our waiting area. Instead, try to alert the security officer outside the clinic, or try to get the attention of our office staff. We will arrange to have your child enter the building through another door so that he/she will not expose others in the waiting area.

**What if I need a ride to my appointment?**

MercyClinic Norwood is conveniently located near Interstate 80 and Norwood Avenue, Regional Transit bus routes no. 19 and no. 87 stop near our clinic. If you need to call someone to arrange a ride home, we have a public telephone available in our main lobby and outside near the bus stop.

**Clinic hours:**

Monday through Friday,  
8 a.m. to 4:30 p.m. Closed for  
lunch from 12-1 p.m.

For an appointment or more  
information, please call 929-8575.

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