

## OFFICE HOURS

### Appointments:

Monday–Friday  
8 a.m.–12 p.m. (Noon)  
and  
1:15 p.m.–5 p.m.

### “Walk In” Visits:

Monday–Friday  
8 a.m.–11 a.m.  
and  
1p.m.–4 p.m.

## LOCATION

1400 S. Grand Ave., Suite 101  
Los Angeles, CA 90015



**Kelly Jones, M.D.**

Residency Program Director

**Armaity Austin, M.D.**

Associate Residency Prgrm/ Assistant Medical Director

**Brian Prestwich, M.D.**

Medical Director/USC FM CMO

**Carrie Nichols, M.D.**

OB Fellowship Program Director

**Camilo Zaks, M.D.**

Associate OB Fellowship Program Director

**Asit Shil, M.D.**

Director, Geriatrics

**Jeff Egler, M.D.**

Director, Health Information Technology

**Anthony Zamudio, Ph.D.**

Director, Behavioral Science

**Jo Marie Reilly, M.D.**

Faculty

**Ricardo Hahn, M.D.**

Faculty



EISNER PEDIATRIC & FAMILY MEDICAL CENTER

**Keck Medical  
Center of USC**

Department of Family Medicine



**California Hospital  
Medical Center.**

A Dignity Health Member

## USC-Eisner Family Medicine Center at California Hospital

1400 S. Grand Avenue, Suite 101

Los Angeles, CA 90015

Phone: 213.744.2251

Fax: 213.741.1423

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# WELCOME TO THE USC-EISNER FAMILY MEDICINE CENTER AT CALIFORNIA HOSPITAL

Located in downtown Los Angeles, the **USC-Eisner Family Medicine Center at California Hospital** offers high-quality medical care to patients of all ages. It is staffed by board-certified USC faculty physicians working with family medicine physi-



cians-in-training (residents) from the USC Family Medicine Residency Program at California Hospital. Together with our nurses, therapists and technicians, they specialize in providing comprehensive care with a personal touch to all members of our community.

## MAKING AN APPOINTMENT

To make an appointment to see your regular doctor, please call **(213) 744-0801, extension 253**. If you do not have a regular doctor, we can assign one to you. This doctor will get to know you and your family and so will be able to provide you with the most personalized care possible.

## “WALK IN” VISITS

We also see patients on an unscheduled “walk in” basis Monday through Friday if

the problem is urgent and their regular doctor is not available. If you’re not sure about whether you should wait for an appointment to see your regular doctor or come in for a “walk in” visit, please call **(213) 744-0801, extension 249**, to speak with our triage nurse.

## YOUR APPOINTMENT

We know that your time is valuable. Please arrive on time for your appointment so we may see you in a timely fashion. Please bring all of your medications to every doctor visit. It is also helpful to bring any family members or friends who help care for you.



## TELEPHONE CALLS

You are always welcome to call with any questions you have. Our office staff is trained to relay your concerns and information to the doctor immediately. If you need to contact the doctor after office hours, please call **(213) 744-0801** and follow the instructions given on the message.

## EMERGENCIES

If you believe you are having a medical emergency, please call 911 or go to the nearest emergency room. **DO NOT WAIT!** If your insurance requires pre-authorization for ER visits, the hospital will contact your physician.

## PRESCRIPTION REFILLS

Please request refills of your medications during office hours only. When you call, have the



following information ready:

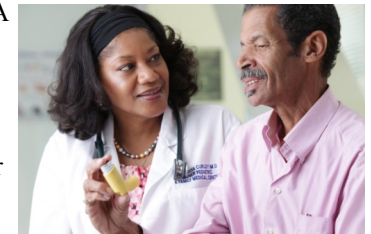
- Patient’s name
- Name of medication
- Strength of medication
- Name and phone number of your pharmacy

## FEES AND PAYMENTS

Please be prepared at the time of your visit to pay your co-payment or for other services not covered by your insurance plan.

## INSURANCE AND FORMS

The USC-Eisner Family Medicine Center at California Hospital accepts Medi-Cal, Medicare, FamPACT, Healthy Families, Healthy Kids and CHDP insurance. In addition, our doctors belong to most PPO plans. We are also contracted with Health Care LA IPA, Health Care Partners and Preferred IPA. If you are not sure if your physician is part of your insurance plan, please call the customer service telephone number on the back of your insurance card. Our office staff will gladly help answer your insurance questions. They can also help you complete the proper forms to apply for or to renew your health insurance.



Some medical treatments require approval from your insurance plan *before* they can be performed. We will do everything possible to get immediate approval to proceed. Please have patience during the process. If you have any questions about authorizations for medical treatment or medications, please call our referral coordinator at **(213) 744-0801, extension 251**.

## THANK YOU!

Thank you for choosing the USC-Eisner Family Medicine Center at California Hospital as your medical care provider. We look forward to serving you and your family.