

## Stay Connected

We want to stay connected with you. Please let us know if you:

- Change your address
- Change your phone number
- Change your name
- Change pharmacies
- Have switched medical providers or clinic — we can help you with a transfer or referral

Please call the registration line at (619) 543-6404 to update your contact information. This will enable us to remind you when an appointment is due, or to inform you of critical health updates.

## We Listen to You

Our goal is to give you extraordinary service. Please let us know if you are pleased with the service you received or if you have suggestions for improvements by contacting UC San Diego Health System's "We Listen Program" at (619) 543-5678.

## Scheduling/Canceling Appointments

(619) 543-3995

## Prescription Refills

Discuss prescription refills with your provider at each visit. Call your pharmacy seven days before running out of medicines. If after three days your pharmacy has not received refill authorizations, call the message line and leave a message for your provider.

## Message Lines for Owen Clinic Staff and Providers

(619) 543-3995

8:30 a.m. – 4:30 p.m. Monday – Friday

### Owen Clinic

Medical Offices South, Third Floor

4168 Front Street

San Diego, CA 92103

Phone: (619) 543-2415 / (619) 543-2535

Fax: (619) 543-2210

[owenclinic.ucsd.edu](http://owenclinic.ucsd.edu)



**UC San Diego**  
MEDICAL CENTER

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# Stay Involved with Your Care

A Patient's How-To Guide



**UC San Diego**  
MEDICAL CENTER

## Get Involved

At Owen Clinic, we encourage you to take an active role in your health care. In addition to taking your medicines, eating healthy foods, getting a moderate amount of exercise and reducing stress, we encourage you to come in for care on a regular basis. This means visiting our clinic every three to four months.

Your medical provider needs to see you regularly to continue prescribing your medicines. Also, coming in regularly helps to maintain a good working relationship with your provider and helps to improve your care.

If you start missing appointments, we would like to know about any barriers preventing you from returning to us. Our goal is to provide you with excellent medical care by seeing you on a regular basis.

## Overcoming Barriers

Sometimes, life's major stressors, such as housing, employment, finances or relationships, cause unexpected challenges. During times of struggle, it is more important than ever to pay attention to your health. Some patients have reported the following reasons for not staying engaged in primary care:

- I don't want to be reminded of my illness.
- I'm afraid of lab tests or needles.
- I don't feel sick, so what's the point?
- I had a bad experience with clinic staff.

## What are Your Barriers?

Please check one or more:

- |   |                                    |
|---|------------------------------------|
| <input type="checkbox"/> Too busy             | <input type="checkbox"/> Too sick  |
| <input type="checkbox"/> I forgot             | <input type="checkbox"/> Finances  |
| <input type="checkbox"/> Transportation       | <input type="checkbox"/> Not sick  |
| <input type="checkbox"/> Scheduling conflicts | <input type="checkbox"/> Childcare |
| <input type="checkbox"/> Substance use/abuse  | <input type="checkbox"/> Homeless  |
| <input type="checkbox"/> I don't want to      | <input type="checkbox"/> No phone  |

We would like to help you overcome these challenges. Please call Chris Thomas, our Health Education Coordinator, at (619) 543-3995.

## Benefits for You

Research has shown that patients who come in for regular follow-up care every three to four months have:

- Higher CD4s/T-cell counts
- Lower viral loads
- Better adherence to their medications
- Better access to timely prescription refills
- Fewer emergency department visits
- Less resistance to medications

When you come in regularly for lab work and primary care, your medical provider is able to get to know you better and address your specific needs or concerns each time you visit.