

Our patients are our passion.



DESERT  OASIS  
HEALTHCARE

Your Health. Your Life. Our Passion.

760-320-5134 • For TTY/TDD services call 711 • [MyDOHC.com](http://MyDOHC.com)



## Welcome to the Desert Oasis Healthcare Family!

**Marc A. Hoffing, M.D.**  
Medical Director

The tagline in our logo guides every interaction our Primary Care Physicians (PCPs) and other staff have with you – “Your Health. Your Life. Our Passion.”

As our valued member, our goal is to provide you the highest quality medical care. We strive for excellence in everything we do, from our Immediate Care clinics to your flu shots, annual exams, healthcare screenings, and medication management.

Although these are no-cost member services, affordability is only a small part of what we offer. Many of our members tell us the comfort and familiarity they feel when they visit us is the basis of the trust they put in Desert Oasis Healthcare.

Formed in 1981 as one of the first medical groups in the desert communities, we take pride in being the largest and best healthcare network serving the greater Coachella Valley and the Morongo Basin of Riverside and San Bernardino counties.

Your PCP should always be the first person you call if you have a health-related issue or question. The better your PCP knows you, the more likely you are able to get the care you need. I urge you to contact your PCP today to schedule a get-acquainted visit.

You will find the answers to many of the questions you may have in these materials but you should never hesitate to call our Customer Service Department at 760-320-5134 or visit us online at MyDOHC.com. Thank you once again for choosing Desert Oasis Healthcare (DOHC) as your health care network. We are committed to your excellent health for your best life possible – it’s our passion!

Sincerely,

A handwritten signature in black ink that reads "Marc A. Hoffing".

Marc A. Hoffing, MD, MPH  
Medical Director

## Getting Started with Desert Oasis Healthcare

Call your selected PCP's office to schedule your exam. Routine office hours are Monday – Friday 8:00am-5:00pm. Your Primary Care Physician's information is on your insurance card.



### Information that may be requested by your PCP:

- Prior doctors seen with the last 3-5 years (Please fill out the enclosed Authorization to Disclose Health Information and mail it back to us in the postage paid envelope)
- Prior surgeries, fractures, falls or serious illnesses
- Current medications with doses and frequency
- Any over-the-counter medications taken such as pain relievers, vitamins, herbs or supplements
- Immunizations
- Last PAP Smear Test (women)
- Last Mammogram (women)
- STD Screenings
- Colorectal Screenings
- Recent Blood and/or Radiology Tests

## Frequently Asked Questions



### **What's My Primary Care Provider's Role?**

Your primary care provider (PCP) is always the first person you should contact when you have a medical condition or question. Your PCP will want to see you before determining if you should be referred to a specialist. If you are unable to get an appointment with your PCP, visit one of our conveniently located immediate care offices for same-day treatment, or call our **24/7 Patient Helpline at 760-969-6555**.

### **What should I do if I am unable to get an appointment with my Primary Care Provider?**

Call our Patient Helpline at 760-969-6555 which is staffed 24 hours a day, 7 days a week or you may visit one of our conveniently located Immediate Care clinics open from 8am-8pm Monday through Friday. Weekends and Holidays 9am-7pm. (See page 8 for locations).

### **What should I do if I receive a bill?**

If you have received authorization for services or utilized the self-referral process for an appropriate service, you should only receive a bill for your co-payment, co-insurance or deductible. If you have any questions regarding a bill you have received, please contact Desert Oasis Healthcare Customer Service Department at 760-320-5134.

### **What if I'm out of the area or out of the country?**

Please call your health plan directly at the number located on your insurance card for care direction when you are out of the area.

### **Handy phone numbers:**

**24/7 Patient Helpline 760-969-6555**

**Customer Service / Referrals 760-320-5134**

**Senior Wellness Clinic Scheduling 760-969-6536**

# The Referral Process: How it works for you!

## No Referral Needed:

- Annual Well Woman Exam
- OB/Gyn Visit
- Annual eye exam
- Annual Routine Mammogram (*women over 40 years of age*) See enclosed flyer for Radnet locations.

Our knowledgeable Customer Service representatives are dedicated to total member satisfaction. Call 760-320-5134 if you need a listing of Self-Referral specialty providers from which to choose.



## Prior Authorization Referrals\* (Done by your Doctor)

This type of referral is initiated by your Primary Care Provider or Specialist. This referral type is submitted by the provider to the Desert Oasis Healthcare Referral Department for prospective review. You will receive notification via mail from DOHC on the determination of your provider's referral request.

*\*Please allow 5-10 business days for a routine referral to be processed.*

## Affirmative Statement about Incentives:

- Utilization Management (UM) decision making is based solely on appropriateness of care, service and existence of coverage
- The organization does not specifically reward practitioners or other individuals for issuing denials of coverage for service care
- Financial incentives for UM decision makers do not encourage decisions that result in under-utilization
- The determination of your referral is made by the Desert Oasis Healthcare's Utilization Management Team. Determination of care is based only on appropriateness of care and services requested, as well as your health plan coverage.

## DOHC Self-Referral Classes



- **A Matter of Balance**
- **Fall Prevention**
- **Glucometer training class**
- **Diabetes Self-Management Education**
- **Bariatric Support Group**
- **Bright Beginnings – Prenatal Nutritional Counseling**
- **Nutrition and Healthy Weight**
- **Beat the Pack – Stop Smoking Program**
- **Avoiding Risky Behavior/Drinking**
- **Healthy Weight School (for children ages 8-12)**
- **Stress Management**
- **Healthier Living Workshop**
- **Cardiovascular Education**
- **Seasonal Workshops**

Check our website - [MyDOHC.com](http://MyDOHC.com) - for the most current class schedule and further details or call Health Education at 760-328-4499.

## *We're Here When You Need Us!*

Call us on our **24/7** Patient Helpline at

**760-969-6555**



### **Immediate Care**

Find expert care for illnesses and injuries at Desert Oasis Healthcare (DOHC).

We offer immediate care seven days a week at four convenient locations.

Come to us for urgently needed care if your doctor isn't available.

***No appointment or referral needed.***

### **Specialized Care at DOHC Immediate Care**

Our immediate care doctors have specialized training and skills, we're able to treat a wider range of symptoms than most urgent care locations. In addition to common illnesses, infections, and injuries, count on DOHC to recognize and treat more serious health concerns.

## Get care right away for:

- Anxiety, depression, or other mental health concerns
- Abdominal Pain
- Bleeding problems, such as nosebleed, blood in your stool or urine, or abnormal bleeding from the rectum or vagina
- Dizziness, lightheadedness, or weakness
- Heartbeat that's racing or irregular (arrhythmia)
- High blood pressure
- Mild breathing problems, such as shortness of breath
- Mild chest pain
- Skin problems, such as an abscess, boil, rash, or swelling
- Dizziness, lightheadedness, or weakness

## Visit Immediate Care if you are experiencing:

- Shortness of breath, Cough/Cold, COPD Exacerbation
- Asthma attack
- Heartbeat racing or irregular (arrhythmia)
- Abdominal pain
- High blood pressure/hypertension
- Bleeding problems, nosebleed, blood in your stool or urine, abnormal bleeding from vagina or rectum
- Skin problems, such as abscess, boil, rash or swelling
- Anxiety, depression, or other mental health concerns
- Burns
- Constipation, diarrhea, nausea or vomiting
- Broken bones
- Vision or eye problems /injuries
- Urinary tract infection, UTI/bladder problems
- Sprains or strains
- Ear pain or trouble hearing
- Joint or muscle pain
- Sexually transmitted infection (STI) symptoms such as burning, itching, discharge, pain or sores around the genitals
- Headache
- Fever or chills

## Coordinated Care:

Rest assured we'll share the results of your immediate care visit with your other DOHC providers. This helps your team stay up-to-date on your health so your care is as safe and tailored to your needs as possible.



## Immediate Care Locations:

### Indio Immediate Care

81-880 Dr. Carreon Blvd., C-108  
Indio, CA 92201  
760-775-9641

### Palm Springs Immediate Care

275 N. El Cielo, D-402  
Palm Springs, CA 92262  
760-969-5888

### Palm Desert Immediate Care

72605 Highway 111  
Palm Desert, CA 92260  
760-404-0135

### Yucca Valley Immediate Care

57-840 29 Palms Hwy.  
Yucca Valley, CA 92284  
760-365-7520

## Immediate Care Hours:

Monday-Friday 8:00 AM - 8:00 PM

Weekends & Holidays 9:00 AM - 7:00 PM

[MyDOHC.com](http://MyDOHC.com)



IMMEDIATE CARE

WOMEN  
TEAM

DESERT OASIS HEALTHCARE  
**TEAM DOHC** DOHCare

DOHCare  
Patients. Providers. Staff. Community.

DESERT OASIS HEALTHCARE  
PAY TO THE ORDER OF **FIND Food Bank**  
Fifteen Thousand and no/100  
\$ 15,000.00  
DATE April 6, 2018  
DOLLARS  
Proud to support your great work! Desert Oasis Health

TEAM  
Desert Oasis Healthcare

2018  
HEARTWALKING  
TEAM



1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75



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