Wishing everyone a Happy New Year and Lunar New Year of the Rat!

NEMS AFTER HOURS Clinic (AHC)
NEMS After Hours Clinic is located at 1450 Noriega is open Monday – Friday from 5:00 PM – 9:00 PM. Schedule an appointment that fits your busy school or work schedule. Drop-ins and walk-ins are available.

Services offered
- AHC is equipped to treat urgent needs such as:
  - Colds, coughs, fevers, headaches, and ear infections
  - Stomach aches, vomiting, and diarrhea
  - Sports injuries and sprains
  - Allergies, rashes, minor skin infections, and burns
- Adult and pediatric care
- Well Child Checks (WCC) and school form (Pediatrics only)
- Laboratory testing, routine blood work, Pharmacy Services, and more!

Forms of Accepted Payments
- Managed Medi-Cal HMO* and Medicare
- Commercial HMO/PPO Plans
- Self-Pay on a sliding fee scale

*SFHP-NEMS accepted. Not accepting other managed Medi-Cal HMO plans

NEMS After Hours Clinic is not a hospital and does not provide emergency services. If you have a serious or life-threatening emergency, CALL 9-1-1 IMMEDIATELY OR GO TO THE NEAREST EMERGENCY ROOM. Refer to the enclosed NEMS After Hours flyer for more information.

NOTE: RADIOLOGY SERVICES ARE NOT AVAILABLE AT THIS TIME

HEALTH NET MEDICARE ADVANTAGE PLAN
NEMS is partnered with Health Net to better serve our Medicare & Medi-Cal (Medi-Medi) dual eligible NEMS members. If you are a provider currently having trouble with authorizations, you may contact the NEMS MSO Utilization management department to discuss continuity of care, and same day approvals for out-of-network office visits, follow-up visits, and consultations.

Resources for participating providers
- The Health Net MA Benefit and Authorization Grid and the NEMS-HN Specialist Roster can be found in the NEMS MSO website under the “Forms & Resources” tab http://www.nems.org/mso/forms.html.
- We would like to remind all providers to verify member eligibility at [https://www.healthnet.com/portal/provider/home.n.do](https://www.healthnet.com/portal/provider/home.n.do). Members without a referral or authorization on file please contact NEMS-MSO UM hotline at **415-352-5186 option 1**. All authorization and claims will go through NEMS-MSO. For general questions, contact NEMS Provider Relations by email provider.relations@nems.org or call **415-352-5186 option 3**.

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**CLAIMS CORNER**

Friendly reminders to prevent delays in claims processing and payment!

- **Claim Status Inquiry: Save time, use the Provider Portal!**
  - To obtain fast and real-time claim status, inform your billing service to use the Provider Portal.
  - You can also find video tutorials on the NEMS MSO EZ-NET website on how to navigate the provider portal. Provider Relations staff are available if you need further assistance.
  - Contact provider.relations@nems.org to apply for access to the provider portal.
  - If you already have access to the portal, please bookmark [https://eznet.nems.org](https://eznet.nems.org).
We are open until 9 PM weekdays!
Schedule an appointment that fits your busy school or work schedule.

Appointments and drop-ins are available for urgent needs such as:

- Headaches 頭痛
- Colds 感冒
- Fevers 發燒
- Coughs 咳嗽
- Allergies 過敏
- Rashes 出疹
- Skin Infections 皮膚感染
- Burns 燒傷
- Stomach Aches 胃痛
- Sports Injuries 運動損傷
- Sprains 扭傷

...AND MORE!
...及更多！

Call (415) 391-9686
to schedule an appointment. If you are calling after 6 PM, please press option “1” to be transferred directly to the clinic. You may also drop-in to the clinic without an appointment and patients are encouraged to call in advance to verify availability. Available to all NEMS San Francisco and Daly City patients.

請致電 (415) 391-9686
預約時間，如果您於傍晚 6 時後致電，請按 “1” 轉接到晚間門診服務中心。就算沒有預約，您也可以使用我們的即日門診服務，請提前致電查詢即日門診空檔。

NEMS Noriega Clinic: 1450 Noriega St., San Francisco, CA 94122  Tel: (415) 391-9686
Monday - Friday  8:30am - 12:00pm & 1:00pm - 9:00pm;  Saturday  8:30am - 12:00pm & 1:00pm - 5:00pm
FAQ

What conditions can be treated at the After Hours Clinic?

Providers at the NEMS After Hours Clinic can treat many common conditions such as:
- Colds, coughs and fevers
- Sports injuries and sprains
- Allergies, rashes, minor skin infections and burns
- Minor cuts
- Stomach aches, headaches and ear infections
- Vomiting and Diarrhea
- Urinary tract infections (UTI)
- Tuberculosis (TB) screening
- PAP and STI testing (by appointment)

...and more!

How late is the clinic open?

The After Hours Clinic is open from 5 PM-9 PM, Mondays through Fridays. The last appointment is at 8:45 PM.

What are the services offered onsite?

The After Hours Clinic currently offers the following services:
- Adult and pediatric care
- Laboratory
- Member services
- Pharmacy services
  - onsite prescriptions for common medications
  - Tetanus and other common vaccinations

At this time, select services may not be available every day. Please call us at (415) 391-9686 to verify.

What is the cost of a visit to the After Hours Clinic?

Visits will cost the same as a standard NEMS visit, and the exact amount will depend on your insurance type or our sliding fee scale if you do not have health insurance. There is no additional cost or co-pay to be seen at the After Hours Clinic.

Will I receive the same quality of care?

Yes. The After Hours Clinic is staffed by experienced, bilingual NEMS physicians and staff.

Our After Hours Clinic does not provide emergency services. If you have a serious or life threatening injury, CALL 9-1-1 IMMEDIATELY OR GO TO THE NEAREST EMERGENCY ROOM.

常見問題

哪些情況下可以選擇晚間門診服務？
我們晚間門診服務的醫生可以處理多種常見的醫療狀況:
- 感冒、咳嗽和發燒
- 運動損傷和扭傷
- 皮膚過敏、紅疹、輕微皮膚感染和灼傷
- 過敏
- 胃痛、頭痛和耳朵感染
- 喝吐和腹瀉
- 尿道感染
- 肺結核篩檢
- 子宮頸抹片測試和傳染性感染測試（僅限預約）

...及更多！

晚間門診服務的營業時間是什麼？
晚間門診服務逢週一至週五，傍晚 5 時至晚上 9 時營業。
最後一個預約時間為 8 時 45 分。

晚間門診服務提供什麼服務？
晚間門診服務目前提供下列服務:
- 成人科和兒科護理
- 化驗服務
- 會員服務
- 藥房服務 - 常見藥物可同時取藥
- 破傷風和其他常見疫苗

目前，有些服務可能不是每天開放。請致電 (415) 391-9686確認。

晚間門診服務的費用有哪些？
晚間門診服務的費用和東北醫療中心的標準門診費用相同。準確費用根據您的醫療保險類型有所不同。如果您沒有醫療保險，東北醫療中心將按照您的收入和減免標準收費。晚間門診服務並不附帶額外費用或自付費。

晚間門診服務能保證我獲得同等質量的醫療護理嗎？
是的。晚間門診服務團隊由經驗豐富的雙語醫療精英和護理人員組成，竭誠為您提供優質的護理服務。

NEMS complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
Chinese 注意: 如果您使用中文，您可以免費獲得語言援助服務。請致電 (415) 391-9686 轉內線 8160 (TTY: 1-800-735-2929)。