UC San Diego Health

# Welcome to UC San Diego Health

## 2023 Patient Guide

**In this guide, you'll find need-to-know information for 2023. For specific information about your health plan, please reach out to your health insurance provider directly.**

For over 50 years, UC San Diego Health has delivered world-class medicine — from primary care to the most advanced surgeries. As part of the region's only academic health system, our physicians and scientists are leaders in innovative medical research, dedicated to developing new treatments and training the next generation of medical providers. Our specialty care for complex conditions is consistently ranked among the nation's best by *U.S. News & World Report*, recognizing us as one of the country's most prestigious health care providers. Locally, we are ranked as the #1 hospital in San Diego and #5 in California.

Our Physician Network includes community-based providers who offer convenient primary care that's closer to where you live and work. Our population health programs and digital health tools make accessing high-quality care easier than ever before.

**Are you new to UC San Diego Health? Welcome! Please call us at 800-926-8273 to get started.**

# Quick Reference Contacts List

| Topic | Phone Number, Website, Email* | Phone Line Hours |
|---|---|---|
| Billing Support | Ph: **855-827-3633**<br>Web: **Billing FAQs**<br>Email: **askus@ucsd.edu** | M-F, 8 a.m.–5 p.m |
| COVID-19 Testing– General | Ph: **619-543-8260**<br>Web: **COVID-19 Testing** | M-F, 8 a.m.–4 p.m. |
| Interpreter & Language Services | Ph: **800-926-8273** using **TTY 711**<br>or Ph: **800-735-2922**<br>Web: **How to Use Interpreter & Language Services** | M-F, 8 a.m.–5 p.m. |
| General Questions | Ph: **619-471-9123**<br>Email: **phsocustomerservice@health.ucsd.edu** | M-F, 8 a.m.–5 p.m. |
| MyUCSDChart Website Support | Ph: **619-543-5220**<br>Web: **MyUCSDChart FAQs** | M-F, 8 a.m.–5 p.m. |
| Schedule an Appointment | Ph: **800-926-8273**<br>Web: **Make an Appointment** | M-F, 8 a.m.–5 p.m. |
| Team-Based Care, Services | Ph: **855-767-4584**<br>Web: **Population Health Services**<br>Email: **pophealth@health.ucsd.edu** | M-F, 8 a.m.–5 p.m. |
| Transfer Care, Prescriptions + Medical Records | Ph: **800-926-8273**<br>Web: **Tips for Switching Care to UC San Diego Health** | M-F, 8 a.m.–5 p.m. |
| Your Feedback is Important | Ph: **619-543-5678**<br>Email: **welisten@health.ucsd.edu** | M-F, 8 a.m.–5 p.m. |

As of January 1, 2023 – Subject to Change

**\*Note:** *Emails are responded to within two (weekday) business days*

# UC San Diego Health Patients

As a patient of UC San Diego Health, you have access to world-class primary care, specialty care, our team of dedicated providers and services and other features, including:

**Online scheduling\*** for primary care so you can easily find a doctor at a convenient location near you

Urgent and Express care offers same-day or next-day visits in person or virtually for times when you or a family member can't wait to see a primary care provider

A variety of individual and family **health services**, from basic preventive care for adults and children to home care support for seniors and those with severe illness

Pediatric specialty services, which are in-network, at **Rady Children's Hospital San Diego**

Access to your care teams and other related health care resources through our **MyUCSDChart** online portal

Health events, classes and support groups. **Learn more**

\*Online scheduling may not be available for all providers.

# FAQs to Help You Navigate UC San Diego Health

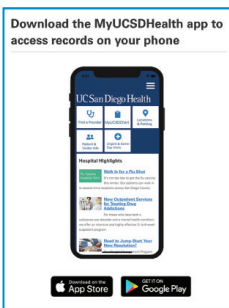**How do I transfer my care and medical records?**

- Visit **Tips for Switching Your Care**

- If you need one-on-one support or have questions, we're here for you. Call us at **800-926-8273**, Monday through Friday, 8 a.m. to 5 p.m.

**How do I schedule an appointment with a primary care provider?**

- **Click here to see available providers**. Some providers offer online scheduling. For assistance, please call us at **800-926-8273**, Monday through Friday, 8 a.m. to 5 p.m.

- If you need one-on-one support, want to schedule a pediatrics appointment or have questions, call us at **800-926-8273**, Monday through Friday, 8 a.m. to 5 p.m.

**What is the MyUCSDChart portal and how do I access it?**

- **MyUCSDChart** securely houses your electronic medical record online, making it portable and accessible from anywhere.

- **Sign up and log in to your MyUCSDChart**. Our health portal allows you to schedule select services, pay your bills, see test results, get proof of COVID-19 vaccines, message with care team and more.

**Download the MyUCSDHealth app to access records on your phone**

**What other health care related services does UC San Diego Health provide to support me or my family?**

- UC San Diego Health's Population Health Services team offers team-based services to guide you in your health journey. From preventive care digital monitoring to support after a hospital stay, we can tailor services to meet your needs.

- Please **visit this page** to learn more.

- We're here to help. You can connect with a team member via email to **pophealth@health.ucsd.edu** or phone at **855-767-4584**, Monday through Friday, 8 a.m. to 5 p.m.

**If you have general questions about your HMO or Medicare Advantage health plan:**

- Email us at **phsocustomerservice@health.ucsd.edu**

- Or call us at **619-471-9123**, Monday through Friday, 8 a.m. to 5 p.m.

**Are you a PPO patient?** Please email us at **hscontracting@health.ucsd.edu** or call us at **858-249-3560**, Monday through Friday, 8 a.m. to 5 p.m.  |  Emails will be answered within two (weekday) business days

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