UC San Diego Health

Welcome to UC San Diego Health

Patient Guide



In this guide, you'll find helpful information about being a patient at UC San Diego Health. For specific information about your health plan, please reach out to your health insurance provider directly.

UC San Diego Health is repeatedly ranked the No. 1 hospital system in San Diego by *U.S. News & World Report*. Along with national recognition in medical and surgical specialties, this honor reflects our commitment to innovation, outstanding outcomes and exceptional care for even the most complex conditions.

As part of the region's only academic health system, our physicians are leaders in medical research, dedicated to developing new treatments and training the next generation of medical providers.

Our network includes providers close to where you live and work. We also have Express Care and Urgent Care visits available when you need to be seen right away. Other programs, including digital health tools, make accessing high-quality care at home easier than ever.

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



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



Same-day or next-day Urgent Care or Express Care visits, in person or virtually, for times when you or a family member can't wait to see your 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.



In-network pediatric specialty services at Rady Children's Hospital San Diego. Learn more at **rchsd.org**.



Online access to your care teams and other resources through MyUCSDChart. Log in at **mychart.ucsd.edu**.



Health events, classes and support groups. Learn more at **health.ucsd.edu/events**.

*Online scheduling may not be available for all providers.

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Quick Reference Contacts List

Topic	Phone Number, Website, Email	Phone Hours*
Billing Support	855-827-3633 health.ucsd.edu/billing askus@health.ucsd.edu	M-F, 9 a.m.–6 p.m.
Interpreter and Language Services	800-926-8273 using TTY 711 or 800-735-2922 health.ucsd.edu/interpreter	M-F, 8 a.m.–5 p.m.
Insurance Support: Referrals, Authorizations and General Questions	619-471-9123 phsocustomerservice@health.ucsd.edu	M-F, 8 a.m.–5 p.m.
MyUCSDChart Support	619-543-5220 mychart.ucsd.edu	M-F, 8 a.m.–5 p.m.
Complementary Programs, Digital Health and Other Tools	855-767-4584 ucsdhn.org/patients pophealth@health.ucsd.edu	M-F, 8 a.m.–5 p.m.
Transfer Care, Prescriptions and Medical Records	800-926-8273 health.ucsd.edu/switch	M-F, 8 a.m.–5 p.m.
Feedback About Your Care	619-543-5678 health.ucsd.edu/feedback welisten@health.ucsd.edu	M-F, 8 a.m.–5 p.m.

*Note: Days and hours are subject to change. We will respond to emails within two business days.

FAQs to Help You Navigate UC San Diego Health

How do I transfer my care and medical records?

- Visit **health.ucsd.edu/switch** for more information on how to switch 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 find a primary care or same-day care location near me?

- Visit **health.ucsd.edu/choose** or scan the QR code to see a map of network locations, including primary care and same-day care.



- To reserve your spot at an Express Care location, call us anytime at **800-926-8273** or visit **health.ucsd.edu/savemyspot**.

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

- MyUCSDChart securely houses your electronic medical record online. It allows you to schedule select services, pay your bills, see test results, message with your care team and more. Visit **mychart.ucsd.edu** to log in.

What other health-related services does UC San Diego Health provide?

- We have many complementary programs to support your care. These range from at-home blood pressure monitoring to health coaching via text message, and more. Learn more at **ucsdhn.org/patients**.
- We're here to help. You can connect with a team member via email at **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 call **800-926-8273** for assistance.

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