



Pacific
Clinics®

We are happy you have chosen Pacific Clinics as your partner in care.

What should you expect before your appointment?

- We will be reaching out to you before your appointment to confirm your appointment and to complete our required application for services and financial forms for Pacific Clinics.
- The day of your appointment bring with you the following documents: **Social Security card, photo ID, Medi-Cal card and/or any applicable health insurance cards.**
- Please arrive on time for your scheduled intake appointment. If you are 15 minutes past the scheduled intake time, we may re-schedule your intake appointment.
- Your first appointment may last up to 2-3 hours to complete the Intake Assessment process. If this a concern, please discuss with the Program Director or Team Supervisor. Our friendly office staff can provide you with that information.

If you need assistance before your first appointment:

- If in immediate danger, call 911 and wait, in a safe space, for emergency response services
- **If having thoughts, plan, intent to hurt yourself/others, call 1-800-273-8255 or dial 988 on your cell phone or land line.**
- If needing to talk to someone about feeling down or overwhelmed, call the Warm Line at 1-855-952-9276 or text "Home" to 741741

If you have any questions or concerns, you may contact **Call Center line:** 1-877-PC-CARES (722-2737)

We are looking forward to working with you.

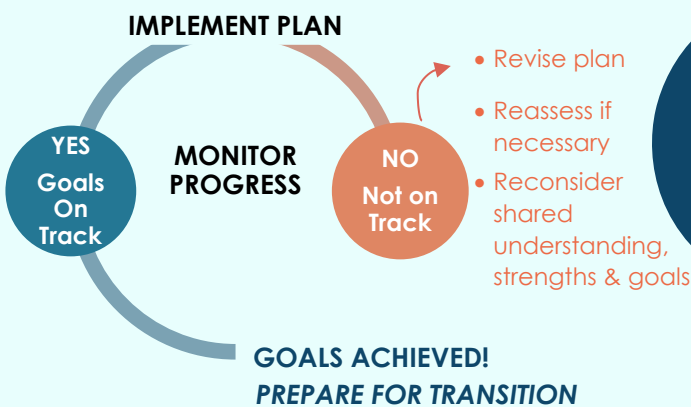
Sincerely,
Your Partners in Care at Pacific Clinics

ROAD TO WELLBEING

INTEGRATED SERVICE MODEL



5 PUT YOUR PLAN INTO ACTION



6 TRANSITION

- Celebrate success!
- Transition with supports and services as needed

★ **Acknowledge & Celebrate**

4 GOALS & ACTION PLAN

- Create a *WELLNESS & RESILIENCY Action Plan*

♥ **Promote Recovery**

2 ENGAGE & STABILIZE

- Engage, stabilize & address safety

3 ASSESS & UNDERSTAND

- Complete an integrated assessment
- Create a shared understanding

1 OUTREACH

See the whole person, remain mission-driven, acknowledge & celebrate.

- Timely access
- Welcoming spirit



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