



Pacific  
Clinics®

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

### **What should you expect before your appointment?**

- We will reach out to you before your appointment to confirm your appointment and complete our application for services and financial forms for Pacific Clinics.
- The day of your appointment, if needed, please have the following documents: **Social Security card, photo ID, Medi-Cal card and/or any applicable health insurance cards.**
- Please be 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.

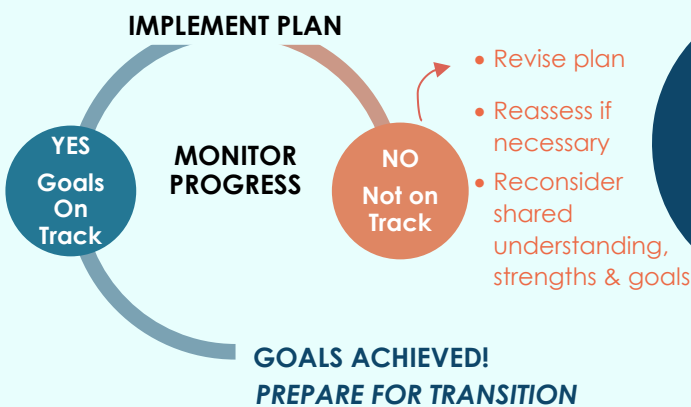
Sincerely,  
Your Partners in Care at Pacific Clinics

# 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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