

Resources for medically complicated patients

Medical insurance

Starting January 1, almost everyone without private insurance in Alameda County will have Medi-Cal and Alameda Alliance. Call Alameda Alliance Member Services (510) 747-4567 to select a doctor, get a copy of ID card, or request mental health services, dental care, nutrition services, case management, medical interpreters, support with diabetes management, and more.

Making a primary care appointment

Doctor can order home health, physical therapy, meds, walker, commode, Depends, nicotine patches, referrals to specialists, etc. *Alameda Health System* (Highland, Eastmont, Hayward, Newark Wellness) (510) 437-4800; *La Clínica de La Raza* (510) 535-4000; *Lifelong* (510) 981-4100 or *TRUST Clinic* (510) 210-5050; *Roots Medical* (510) 777-1177; *West Oakland Health Council* (510) 835-9610.

Medical equipment

CHME provides medical equipment like walkers, wheelchairs, oxygen, Depends, etc. *First* the doctor must order the equipment, *then* you can call to arrange delivery. Call CHME (800) 906-0626.

Food

Alameda Alliance offers pre-made meals and groceries to patients with diabetes, high blood pressure, cancer, HIV, heart failure, COPD, recent surgery, and some other medical conditions. Call (510) 995-3726 with clients and request medical nutrition services.

IHSS Bridge Program

Sheltered homeless clients can obtain IHSS. Ask for IHSS Bridge Program (510) 577-1800.

Transportation to medical appointments

This is a covered benefit from Medi-Cal. Call Motivcare (866) 791-4158 (help client save number in their phone). You'll need the address, time, and purpose of appointment and Alliance Member ID #.

Severe mental illness

To access psychiatry appointments, help patient call ACCESS (800) 491-9099. Frequent visitors to John George may also qualify for case management - ask! If in Berkeley, call Berkeley Mental Health (510) 981-5290. In a crisis, try Mobile Crisis (510) 891-5600.

Case management

Clients with complicated medical needs probably qualify for case management to connect to medical care and social services. Help the client call Alameda Alliance Case Management (510) 747-4512.

Highland Bridge Clinic

Opioid replacement therapy for people who use heroin, fentanyl, and/or pain pills. Medication to reduce alcohol cravings. No barriers - everyone welcome - could save a life. Call (510) 545-2765.

Emergency Rooms

Highland (510) 437-4800; *Summit* (510) 655-4000; *Alta Bates* (510) 204-4444; *Kaiser* (510) 752-1000.

Ask for the Emergency Room, then ask to speak to the nurse for your client, or for the ER social worker. It is OK to ask them to ask patient for permission to speak with you.