

Your first appointment

FREQUENTLY ASKED QUESTIONS

Who?

The first appointment will be held with our Wellness Guide Nurse Practitioner and Wellness Social Worker. Any members of your family or support team are welcome to attend.

Where?

We are excited to see you in our newly designed Wellness Center in the Gateway Building, 1825 4th St, 4th Floor of our Hospital Mission Bay campus! If you would prefer a telehealth (video) appointment, we offer those as well.

How long?

The appointment will last approximately 75 minutes.

What?

This first appointment is all about getting to know you. You will learn about the different areas of wellness, the services available through the Wellness Center, and discuss which of the wellness domains you would like to focus on. We are interested in learning all about your life with a chronic medical condition and how we can best support you. Together, we will set some goals and refer you to supportive programs and services to help you start your personalized wellness journey.

After your first appointment, The Wellness Center staff will remain available for support to see how you are doing on your wellness journey and to provide help along the way. This may be in the form of a phone call, a follow up visit in our clinic, or a telehealth visit.

We believe good communication between our staff and our patients is of utmost importance. We encourage you to express any questions or concerns to us so we may better serve you.

BILLING AND INSURANCE

Some of the Wellness Center services will be billed to insurance while others are offered free of charge. Depending on your health insurance, authorizations may be required in advance of providing services. Our staff is available to answer any billing or insurance questions.

EMERGENCIES

The Wellness Center does not provide emergency medical care. If you need urgent or emergent medical assistance, please contact your primary medical provider, go to the local Emergency Room, or call 911, depending on the urgency.