

Working together for members

Blue Shield of California and Sansum Clinic

Blue Shield of California and Sansum Clinic have teamed up to work toward a better experience for our members. We are working together to create better coordination and communication among our members' health plan, doctors, and hospitals. Together, we're helping provide members with best-practice, clinical care that is more personalized and easier to access.

About Sansum Clinic

Sansum Clinic is a nonprofit organization in its 100th year of providing innovative healthcare services to our community. Our 250 physicians and ancillary medical staff provide the full spectrum of services ranging from primary care to more than 30 specialties to 130,000 unique patients (800,000 visits) each year. Sansum Clinic's commitment to patient care, research, and new technology means that patients benefit from the latest diagnostic and treatment techniques in virtually every area of medicine – from prevention and detection to treatment and research. We deliver all the expertise of a large-city healthcare system, and combine it with small-town compassion and a deep sense of commitment that are unique to our doctors and medical staff.

trio^{HMO}

Part of **Blue Shield's Trio provider network**, focused on delivering convenient access to quality care. Learn more at blueshieldca.com/trio.

Access and convenience

Sansum Clinic makes it easy to access care when you need it.

Primary care

- We offer primary care at seven different locations through Family Medicine, Internal Medicine, and Pediatrics so you can select a provider close to home.

Same-day appointments

- Same-day appointments are now available for patients with a Sansum Clinic primary care provider (PCP) to allow us to care for your unplanned medical conditions.
- Patients are encouraged to first call their PCP's office to check for same-day appointments with their PCP. If a PCP is not available, then our highly trained staff can help schedule a same-day appointment in our Same Day Care Clinic, help schedule you with a different PCP, direct you to Sansum Clinic Pasetas Urgent Care or the emergency room, or offer you an appointment at a later date.

Specialty care

- Sansum Clinic offers more than 50 specialties and service lines to provide the full spectrum of high-quality outpatient care to patients throughout all stages of life.

Expanded urgent care hours/Same-day appointments

- Sansum Clinic Urgent Care located at 215 Pesetas Lane in Santa Barbara is open 8 a.m. to 7 p.m., seven days a week. It is staffed by nearly 20 highly trained physicians and advanced practice providers, with specialized education in emergency medicine, family medicine, internal medicine, and sports medicine. Sansum Clinic Urgent Care offers immediate care when a same-day visit with a doctor is not possible, or if treatment is required outside of office hours. Walk-ins are welcome, no appointment is needed. Sansum Clinic Urgent Care offers advanced imaging and intravenous therapies, and a lab and pharmacy are on site.

Telehealth visits

- Telehealth visits are now available for one-on-one time with your provider from the comfort of home. During a Telehealth visit, patients can see and hear their doctor face to face, review lab and test results, and ask questions about care, treatment, or medications.

Service and support

Health Resource Center

Visit the Health Resource Center for reliable answers to your health questions. Services at the center include:

- Health and community resource information
- Care Manager/Medical Social Worker
- Help with MyChart and tips to get more benefit from using it
- Information about Sansum Clinic services and programs
- Assistance with advance directives
- Healthy recipes, exercise guides and walking maps
- Santa Barbara County Senior Resource Directory

Sansum Clinic Health Resource Center
215 Pesetas Lane, mountainside entrance
Santa Barbara, CA
(805) 681-7672
Monday through Thursday, 9 a.m. to 4 p.m., and
Friday, 9 a.m. to 12 noon

Health Education Program

More than 300 free or low-cost health education classes and led by trusted resources to help patients maintain good health:

- Advance Care Planning
- Advance Directives Workshop
- Asthma Update with Dr. Chang & Dr. Liebhaber
- Asthma Learning for Kids
- Cancer Wellness & Supportive Care
- Dementia Education & Support by Alzheimer's Association
- Diabetes Conversations
- Diabetes Education
- Doctors' Weight Management Program
- Health Resource Center
- Healthy People Healthy Trails
- Healthy Recipes
- Medical Social Work
- Medicare Seminars by HICAP
- Nutrition Services
- Prescription Navigator Services
- Stop Smoking Help
- Stress Management
- Weight Loss Surgery Seminar
- WomenHeart Support Group

Comprehensive Diabetes Education Program

Sansum Clinic's comprehensive diabetes education program provides up-to-date information and support so you can manage your diabetes for the best health possible. The program offers education and counseling options for the full spectrum of diabetes management. Complicated diabetes patients receive care at our specialized Endocrinology Department.

Prescription Navigator

Our innovative Prescription Navigator program assists patients in managing medications and prescriptions. Our Prescription Navigator is well trained in the therapeutic uses and effects of drugs and can help ensure appropriate medication use, reduce medication-related problems, enhance patient education and compliance with medication regimens and ultimately improve health outcomes. Physicians refer patients to the Prescription Navigator for one-on-one office visits or telephone consultations, and patients can also self-refer to the program through the Brown Bag Medication Review Program.

Medical Social Work

Our Medical Social Worker can assist you to manage health conditions, prioritize healthcare needs, and navigate the healthcare system. Services include:

- Support to meet basic needs such as food, medicine, clothing and shelter
- Guidance and resources to support caregivers and help prevent burnout
- Assistance to find helpful community resources
- Help meeting the treatment goals of complex health conditions
- Resources to address mental health concerns or a need for counseling
- Connect to resources such as diabetes and other health programs, palliative care, and prescription navigator
- Planning for end of life including help completing Advance Directives and POLST forms

Ridley-Tree Cancer Center Clinical and Supportive Care Services

Oncology Nutrition, Clinic Research, Genetic Counseling, and Patient Navigation all offer clinical services and skilled providers to help patients from treatment through survivorship. Whether participating in a clinical research trial, consulting with our certified oncology dietitian nutritionists about the best nutritional approach during treatment, or participating in genetic testing, our patients receive personalized care that is directed to each unique person, diagnosis, and situation.

Online services

There are many ways in which patients can communicate with Sansum Clinic.

MyChart, our secure patient portal, is our preferred, and most efficient method for staying in touch with your medical team in between clinic visits.

- Secure, anywhere, anytime access to key medical and account information
- Direct online access to key parts of your medical record.
- View lab results, medications, immunization records, and details about your doctor visits
- Review messages from your doctor, and your key medical information at work, on the road, or at home
- Access your family's records and request your next appointment online
- Accurate and efficient billing/payment processes

WELL text messaging is our two-way messaging system that allows us to coordinate timely communication with patients.

Urgent Care "Wait Time" App – To better inform patients of what to expect when arriving at Urgent Care, they can download our Sansum Clinic Urgent Care Wait Time App. In the App Store®, search Sansum Urgent Care.

! URGENT CARE CENTERS

For an urgent, but non-life-threatening or non-limb-threatening, health concern, urgent care is often a convenient alternative to the emergency room.

Sansum Clinic Urgent Care
215 Pesetas Lane, Santa Barbara, CA
8 a.m. to 7 p.m., seven days a week
(805) 563-6110

H PREFERRED HOSPITAL AFFILIATIONS*

- Santa Barbara Cottage Hospital (Cottage Health System)
Santa Barbara
- Lompoc Valley Medical Center
Lompoc
- Goleta Valley Cottage Hospital
Santa Barbara
- Santa Ynez Valley Cottage Hospital
Solvang
- Cottage Children's Hospital
Santa Barbara
- Cottage Rehabilitation Hospital
Santa Barbara

* Preferred hospitals shown are part of the Trio network providing coordinated care to members. To search for affiliated hospitals, please visit blueshieldca.com/fap.

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