

# Patient Brochure



IMPERIAL VALLEY

**Family Care  
Medical Group**

Affiliated with

**UC San Diego Health**

PHYSICIAN NETWORK™

*Our Responsibility*

*IVFCMG Practice Team*

*Patient Resources*

*Locations*

*IVFCMG Mission, Vision and Value Statements*

IVFCMG Corporate Office 516 W. Aten Rd., Suite 2 Imperial, CA 92251 760-355-7730

## Medical Home Responsibilities

*“Our goal is to be your partner in health care by serving as your medical home. We are committed to the availability of a personal physician for you who provides for all of your health care needs and coordinates your care across all settings, including medical office, hospital, behavioral health, testing facilities and other places where you receive health care.”*

## The Practice Team

IVFCMG uses a team-based approach to provide top quality care. Managing patient care is a team effort that involves clinical and non-clinical staff (i.e., physicians, nurse practitioners, physician assistants, nurses, medical assistants, educators, schedulers, medical records clerks, referral clerks) interacting with our patients and working as a team to achieve stated care objectives and positive health outcomes.

IVFCMG is affiliated with UC San Diego Health Care Network. This affiliation allows IVFCMG to combine the best of what we provide locally with the expertise of UC San Diego Health, a preeminent academic health system.

IVFCMG promotes the involvement of the patient, family and caregiver with the members of our patient’s care team which is critically important to deliver patient-centered care.

## Personal Clinician (Primary Care Provider-PCP)

IVFCMG request that patients, families and caregivers select a personal PCP clinician.

IVFCMG provides continuity of care by allowing patients, families and caregivers to select a personal PCP clinician who works with a defined care team (the primary provider and associated clinical staff and employees who work with the Provider). All providers and employees are aware of a patient's personal clinician and work to accommodate patients for visits and other communication with the selected clinician.

You can find a list of our Provider Locations in this brochure or visit [www.ivfcmg.com](http://www.ivfcmg.com).

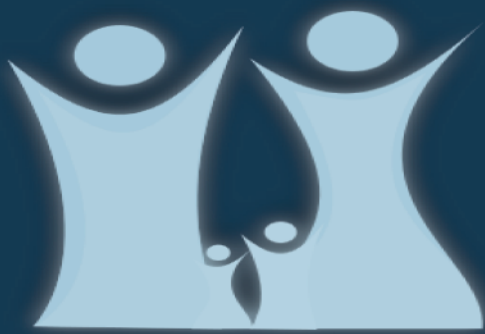
## Contacting your Provider Office Outside of Office Hours

Patients can seek and receive interactive ( i.e., questions are answered by a person, rather than by a recorded message) clinical advice by telephone or send a web message through our Patient Portal when the office is open or closed. If you need immediate assistance, please call your Provider office. If you are experiencing a medical emergency, please go to the nearest emergency room or call 911.”

### *Timely Clinical Advice*

It is the policy of IVFCMG that our patients have timely access to interactive clinical advice to communicate with a provider after hours in a manner that is culturally and linguistically appropriate. Clinical advice by telephone after hours is communicated only to patients who are established with IVFCMG.

*\*\*You can locate your Practice's phone number in this brochure or on our IVFCMG website [www.ivfcmg.com](http://www.ivfcmg.com) to contact them during and after normal business hours for your patient care needs.*



VISIT US ON THE WEB  
[www.ivfcmg.com](http://www.ivfcmg.com)

You will find more information regarding our Medical Group Physicians, Specialists, Patient Education and Healthcare Resources that are available to you and your family.

### *IVFCMG's Patient Portal*

IVFCMG provides patients, families and caregivers online access through our secure Patient Portal to their health information to view, download or transmit it to a third party. Families and caregivers are those with legal authorization to access the information.

IVFCMG makes available the Clinical Summary through our Patient Portal. Information is available to patients immediately after Patient Portal activation; however not to exceed availability within four business days.

IVFCMG acknowledges that the information to make available to patients will include all data needed to diagnose and treat, such as tests, results, etc.

<http://www.ivfcmg.com/> > My Health > Patient Portal

## Medical Records Request/Transfer

IVFCMG attempts to obtain records from the patient's former provider(s) in order to ensure a complete, timely and accurate patient record. IVFCMG guides and assists new patients in transferring their medical record(s) from their former provider(s). Please reach out to your Practice care team to request more information or visit:

[www.ivfcmg.com](http://www.ivfcmg.com) > MyHealth > Patient Forms.

## Coverage for Uninsured

IVFCMG offers and provides patients with information about obtaining insurance coverage to patients who do not possess coverage, or have recently lost healthcare coverage. Please reach out to your Practice care team to request more information or visit

[www.ivfcmg.com](http://www.ivfcmg.com) > MyHealth > Patient Forms.

If you do not have health insurance, Covered California can help you determine if you qualify for Medi-Cal or federal subsidies, and can provide you with coverage options and plan costs. You can contact Covered California by phone at (800) 300-1506, TTY: (888) 889-4500 or by visiting their website at [www.coveredca.com](http://www.coveredca.com).



**AS YOUR PARTNERS IN  
HEALTH CARE, WE HAVE  
PATIENT EDUCATION AND  
RESOURCES AVAILABLE ON  
OUR WEBSITE:**

**[www.ivfcmg.com /  
patientresources.html](http://www.ivfcmg.com/patientresources.html)**

- Affordable Care Act Resources
- Differences Between Your Provider's Office and the Emergency Department
- 5 Ways to make the most of your health coverage
- Put Your Health First
- American Cancer Society Tools & Calculators
- American Cancer Society Guidelines for the Early Detection of Cancer
- American Kidney Fund- ESRD
- UC San Diego - Patient Health Info
- Centers for Disease Control & Prevention: Influenza/Flu, Heart Disease, Smoking & Tobacco Use
- Overweight & Obesity

# OUR FAMILY CARING FOR YOUR FAMILY

**IVFCMG IS A  
MULTI-SPECIALTY  
MEDICAL GROUP,  
ASSISTING PATIENTS  
WITH ALL OF THEIR  
HEALTHCARE NEEDS:**

- Bone Density
- Behavioral Medicine
- Cardiology
- Electrophysiology
- Family Medicine
- Female Pelvic Medicine
- Gastroenterology
- Geriatrics
- Hepatology
- Hospitalist
- Internal Medicine
- Lab Services
- Nephrology
- Neurology
- Nuclear Medicine
- Obstetrics/Gynecology
- Pediatrics
- Psychiatry
- Sleep Medicine
- Vascular

## Brawley, CA

**MD Community Care Center**  
**Lucian Oprea, MD**  
**Mary Kay Klockmann, FNP**  
608 G Street, Suite 1A  
Brawley, CA 92227  
Ph (760) 351-1011  
Fax (760) 545-0247  
Mon-Fri 8am-5pm

**Yong Tan, MD**  
**Leticia Bustamante, FNP**  
751 West Legion Road, Suite 102  
Brawley, CA 92227  
Ph (760) 351-8696  
Fax (760) 545-0253  
Mon-Fri 8am-5pm

**Richard Fitzsimmons, FNP**  
**John A Friedline, MD**  
**Rasoul Montazeri, DO**  
125 South 5th Street  
Brawley, CA 92227  
Ph (760) 344-8100  
Fax (760) 545-0243  
Mon-Fri 8am-5pm  
Sat 8am-4pm

## Calexico, CA

Calexico, CA

**Mario Ceja, MD**  
**Vanessa Fuentes, PA**  
**Ida Obeso, FNP**  
251 West Cole Road  
Calexico, CA 92231  
Ph (760) 357-3768  
Fax (760) 545-0250  
Mon-Thurs 8am-5pm  
Fri 8am-2pm

**Jaime Estrada, MD**  
1001 US Birch Street Hwy 98, Ste. 1  
Calexico, CA 92231  
Ph (760) 890-5593  
Fax (760) 545-0251  
Mon-Thurs 8am-5pm  
Fri 8am-1pm

**Luz, Tristan, MD**  
**Hector Barajas, FNP**  
**Tristan Pediatrics**  
401 E. Birch Street,  
Calexico, CA 92231  
Ph: (760) 768-5246  
Fax (760) 545-0259  
Mon-Thurs 7:30am-5:30pm  
Fri 7:30am-4:00pm

## El Centro, CA

**Hussein El-Newihi, MD**  
**Sonia Vasquez, PA**  
**Rhonda Dessert, FNP**  
1550 N. Imperial Avenue, Suite 2  
El Centro, CA 92243  
Ph (760) 353-5888  
Fax (760) 545-0246  
Mon-Fri 8am-5pm

**Unnati Sampat, MD**  
**Victoria Wheaton-Young, FNP**  
1665 S. Imperial Avenue, Suite C  
El Centro, CA 92243  
Ph (760) 592-4783  
Fax (760) 545-2056  
Mon-Thurs 8am-5pm

**Sol Reisin, MD**  
**Rakesh Malhotra, MD**  
**Claudia Ruiz, PA**  
1550 N. Imperial Avenue, Suite 1  
El Centro, CA 92243  
Ph (760) 353-4710  
Fax (760) 545-0244  
Mon-Fri 8am-5pm

**Prabhdeep Singh, MD, FACP**  
**Oscar Chavez, FNP**  
**Ida Obeso, FNP**  
2061 Ross Avenue, Suite B  
El Centro, CA 92243  
Ph (760) 352-5800  
Fax (760) 545-0249  
Mon-Fri 8am-5pm



Preventive care can help you avoid potentially serious health conditions and/or obtain early diagnosis and treatment.

IVFCMG cares about your health and well being. These are some of the screenings that may be included in your *Annual Exam*:

- [Breast Cancer](#)
- [Cervical Cancer](#)
- [Colon Cancer](#)
- [Prostate Cancer](#)

Also, make sure you have had your annual vaccines, such as:

- [Flu](#)
- [Pneumococcal](#)

*Make sure you call to schedule your Annual Exam with your Primary Care Doctor.*

## El Centro, CA

**Thomas Teske, MD**  
**Jayne Storms, FNP**  
1503 N. Imperial Ave. #105-B  
El Centro, CA 92243  
Ph (760) 337-4100  
Fax (760) 545-0255  
Mon-Fri 8am-5pm

**Mohsen El Ramah, MD**  
1550 N. Imperial Avenue, Suite 1  
El Centro, CA 92243  
Ph (760) 352-1731  
Fax (760) 545-0244  
Mon-Fri 8am-5pm

**Bone Density Clinic**  
1550 N. Imperial Avenue, Suite 1  
El Centro, CA 92243  
Ph (760) 352-3943  
Fax (760) 545-0244  
Mon-Fri 8am-5pm

**MD Lab**  
1501 Ocotillo Dr., Suite D  
El Centro, CA 92243  
Ph (760) 352-2270  
Mon-Fri 7am-5pm

**MD Walk in Clinic**  
**Jorge Romo, PA**  
1520 South Imperial  
El Centro, CA 92243  
Ph (760) 592-4586  
Fax (760) 545-0252  
Mon-Fri 9am-7:30pm  
Sat 9am-4:30pm  
Sun 9am-1pm

**Vachaspathi Palakodeti, MD**  
**Luis Castellanos, MD**  
**Farshad Raissi, MD**  
**Jorge Silva Enciso, MD**  
**Marcus Urey, MD**  
**Stephanie Brammer, PA**  
516 West Aten Road, Suite 1  
Imperial, CA 92251  
Ph (760) 355-8300  
Fax (760) 545-0240  
Mon-Fri 8am-5pm

**Elias Moukarzel, MD**  
**Mitzi Gragson, MSN, WHNP-C**  
2109 W. Ross Ave.  
El Centro, CA 92243  
Ph (760) 352-4103  
Fax (760) 545-0258  
Mon-Fri 8am-5pm

**Alidad Zadeh, DO**  
**Jessica Ruiz, FNP**  
**Daniel Navarro, FNP**  
**George Zamora, FNP**  
1600 So. Imperial Avenue, Suite 3  
El Centro, CA 92243  
Ph (760) 339-2802  
Fax (760) 355-9520  
Mon-Fri 8am-5pm

**Jorge F. Robles, MD**  
**Jose Zepeda, FNP**  
**Cristina Crankshaw, FNP**  
**Talia Saikhon, PA**  
1501 Ocotillo Dr., Suite C  
El Centro, CA 92243  
Ph (760) 353-6363  
Fax (760) 355-9521  
Mon-Fri 8am-5pm

**Patrick Wolcott, MD**  
**Derek Loewy, PhD, DABSM, CBSM**  
**Louis J. Katzman, M.D.**  
**Aubrey Cox, PA**  
**Imperial Valley Sleep Center**  
790 W. Orange Street, Suite D  
El Centro, CA 92243  
Ph (760) 353-8858  
Fax (760) 545-0248  
Mon-Fri 8am-5pm

## Imperial, CA

**MD Laboratory**  
516 West Aten Road, Suite 3  
Imperial, CA 92251  
Ph (760) 355-2701  
Fax (760) 355-8397  
Mon-Fri 7am-5pm

**Corporate Office**  
**Billing Department**  
516 W. Aten Road, Suite 2  
Imperial, California 92251  
(760) 355-7730 Phone  
(760) 355-7731 Fax  
Mon-Thurs 8am-5pm  
Fri 8am-4pm

## *Mission Statement*

IVFCMG's mission is to enhance the health of the communities of Imperial Valley by providing access to comprehensive quality healthcare services and by providing patient and family education that encourages the practice of preventative health.

## *Vision Statement*

IVFCMG will be a diverse, multi-specialty medical group with access to clinics and services throughout the Imperial Valley. We will strive to be the health care provider of choice in our community; we will have a team of personnel who are committed to continuously improving the level of care and services to our patients and customers.



## *Value Statement*

Comfort, Dignity and Compassionate Care of our patients will remain our highest priority. Leadership at IVFCMG will reflect a spirit of collaboration, cooperation and trust among physicians, personnel, other community healthcare providers and our patients. We will work in the spirit of trust and teamwork with our patients, physicians, personnel and the community to deliver access to the highest quality service and physicians for our patients. We will strive to maintain quality of care and service that will be continuously improved by the study, analysis, and refinement of all processes and systems. We will inform the community on current healthcare services and available treatments through distribution of literature and the promotion of educational programs. We recognize IVFCMG personnel as our most valuable resource; and we will cultivate an environment conducive to their achieving excellence and satisfaction.