Welcome to ChapCare!

Our mission is to provide excellent, comprehensive, and innovative healthcare that is accessible to all the residents of the San Gabriel Valley.

We are excited that you have chosen us as your medical home. We offer comprehensive primary healthcare services, including medical and dental care, behavioral health and substance use counseling, health education, and prevention programs, which are available to all of the members of our community.

ChapCare was founded in 1995 by a group of community residents, city officials, and healthcare agencies to establish primary healthcare services for the low-income, uninsured residents in the Pasadena area. We launched medical services in 1998 and dental services in 2001.

For the past 24 years, ChapCare has grown from a small, grassroots community clinic to a Federally Qualified Health Center (FQHC), capable of providing innovative services at a high level. We have also cared for the communities we serve during the COVID-19 pandemic, by offering COVID-19 testing and vaccination services and adding telehealth to make accessing services easier for our members.
OUR SERVICES

- Family Medicine (FM)
- Pediatrics (Peds)
- OB/GYN (OB)
- Dental (D)
- Optometry (O)
- Behavioral Health (BH) *
- Podiatry (POD)

PASADENA

ChapCare Fair Oaks
1855 N. Fair Oaks Ave.
Ste. #200
Pasadena, CA 91103
FM, D, BH, POD

ChapCare Lincoln
2055 Lincoln Ave.
Pasadena, CA 91103
Peds, D, O

Monrovia

ChapCare Del Mar
3160 E. Del Mar Blvd.
Ste. #100
Pasadena, CA 91107
FM, OB, BH

CHAPCARE Lake/Elizabeth
(aka Kathryn Barger Health Center)
1595 N. Lake Ave.
Pasadena, CA 91104
FM

ChapCare Peck
3703 Peck Rd.
Ste. A–C
El Monte, CA 91731
FM, Peds, D

El Monte

ChapCare Vacco
10408 Vacco St.
South El Monte, CA 91733
FM

(Previously only open on Thursdays for FM and
the rest of the week for COVID-19 testing)

ChapCare Garvey
10127 Garvey Ave.
El Monte, CA 91733
(Temporarily closed due to COVID-19)

ChapCare Lime
513 E. Lime Ave.
Ste. #101-102
Monrovia, CA 91016
FM, Peds, O, BH

* BH includes Substance Use counseling. Due to COVID-19, all BH services are currently done via telehealth.

All clinics are open Mon-Fri: 8am–5pm, and closed during lunch: 12pm – 1pm (except Fair Oaks).
**OUR CARE**

Preventive healthcare services (check-ups, screenings, counseling) are any that prevent disease, illness, and other health problems, or those that detect illness at an early stage so that treatment is most likely to be effective. While exercising, healthy eating, good sleep, and stress management are all crucial elements of a healthy lifestyle, having regular visits with your healthcare provider is also important.

At ChapCare we offer a range of quality medical, dental, and behavioral health services for both children and adults. The recommended frequency of your visits should be determined with your medical provider ongoing, but you should expect to see your medical provider at least 2-3 times a year, regardless of your current health status.

**OUR SERVICES**

**Medical Services:**
- Health screenings
- Physicals
- Immunizations
- Women's health and prenatal care
- Pediatric care
- Chronic condition management, including asthma, diabetes, and hypertension
- Vision and hearing testing
- Lab and radiology onsite
- Pharmacy services
- Urgent care and emergency services assistance

**Specialty Services:** *(Available at select clinics)*
- Optometry
- Cancer screening
- Podiatry
- Social work services

**Dental Services:**
- Dental exams
- Teeth cleaning and gum treatment
- Fluoride treatment
- Sealants
- X-rays
- Fillings
- Simple extractions
- Crowns and spacers

**Behavioral Health Services:**
- Short-term counseling for psychological disorders (i.e. depression/anxiety)
- Substance Use counseling
- Housing, food, and transportation assistance

Call us to schedule a visit today: 626.398.6300.

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“I have been going to ChapCare for over 20 years. They’ve been caring and affordable. I’ve taken both of my kids to ChapCare for all their pediatric care. I also go there for all my women’s health needs. After I became insured with them, I chose them as our care provider. The doctors have always taken their time with us and listened to our concerns. So far, my family and I have stayed healthy and there have been no big changes to our health.”
HEALTH INSURANCE

ChapCare has a team of certified health insurance counselors who assist patients in enrolling into a health plan that best suits their needs. For health insurance enrollment, contact 626.486.9696 or 626.486.9697 to speak with one of our friendly team members, who will be happy to assist you.

TELEHEALTH

In order to make your healthcare services more accessible, ChapCare can make primary medical care and counseling services available by phone or via video. You can schedule a telehealth appointment through our Call Center.

TAKE CHARGE

Partner with your care team to take an active role in your health, improving the quality of the care that you and your family receive. Your well-being is a team effort, and you are an important member of the team. Your team also includes your medical providers, nurses, pharmacists, and insurance providers.

MYCHART – (online patient portal)

In order to better help you manage your preventive care, we offer an online resource called MyChart, which can be accessed online and by mobile phone. MyChart allows you to view your health history, lab results, and message your provider. If you’re interested in signing up for MyChart, please inquire at the front desk before or after your next appointment.

WHAT TO BRING TO YOUR FIRST VISIT

Keeping all your health information in one place will make it easier to manage your healthcare. Take the following information with you to every medical appointment.

- Identification and insurance cards
- If you don’t have insurance, please bring your ID with proof of LA County residence and proof of income to your first medical visit. You may be eligible for a "Sliding fee discount", which can help reduce the amount that you would be responsible for paying.
- The name and phone number of a friend or relative to call if there’s an emergency
- A bag with all medications you currently take in their original containers if possible.
- Any records or logs of self-care management, for example, blood pressure or sugar level management.
- All immunization (flu and COVID-19) records for you and your family
- Any health conditions you have, including allergies

If you aren’t sure about any of this information, check with our front desk team about how to obtain it and they will be happy to assist you.

"MyChart allows you to view your health history, lab results, and message your provider. If you’re interested in signing up for MyChart, inquire at the front desk before or after your next appointment!"
DURING YOUR VISIT
During your visit with your medical provider, please provide the following information:

- Share your complete medical history, including healthcare documents brought to your appointment
- Feel free to ask questions about your condition and care plan
- Make decisions with your care team on treatment
- Inform your provider about any medical care you have scheduled or received outside of ChapCare

AFTER YOUR VISIT
Following up after your provider visit is very important.

- Take control of your medical records and sign-up for MyChart on ChapCare's website, where you will get online access to your medical records, test results, and medical team, anytime, anywhere.
- You can access MyChart online via our website or via a mobile app.

CALL CENTER
You may call ChapCare anytime, including after hours at 626.398.6300 for any assistance or to speak to our on-call medical provider for any urgent needs.

For any life-threatening medical emergencies, please call 911.

ChapCare doesn't have urgent or emergency care, but partners with trusted providers.

REFERRALS
If you require additional services beyond what we are able to provide, we have a Centralized Referral Department that will assist you with finding an appropriate provider for your healthcare needs.

ChapCare's call center representatives are here to assist you 24/7 to answer any questions you may have about our services, help you locate a health center near you, find a medical provider, and connect you with our insurance enrollment counselors.

We value your feedback and welcome any comments you may have.

Complete the form on our website at chapcare.org