

## Medication Clinic

### Who We Serve

- Adults ages 18 and older
- Must be referred by Alameda County ACCESS
- Not currently experiencing a medical emergency
- Must have Medi-Cal or HealthPAC

## Walk-In Services

### Who We Serve

- Adults ages 18 and older who are residents of Alameda County
- Walk-in services available for residents who have Medi-Cal, HealthPAC, or who are already enrolled in the program
- Must have a photo ID
- Services are provided on a limited basis
- Must have a chronic, serious mental illness

## Hours of Operation

|           |                         |
|-----------|-------------------------|
| Tuesday   | 7:00 a.m. to 3:30 p.m.  |
| Wednesday | 11:30 a.m. to 8:00 p.m. |
| Thursday  | 9:00 a.m. to 5:30 p.m.  |
| Friday    | 11:30 a.m. to 8:00 p.m. |
| Saturday  | 9:00 a.m. to 5:30 p.m.  |

## Contact

2620 26th Avenue,  
Oakland, California 94601  
510-437-2363  
510-437-2366 FAX



## About Telecare

Telecare is a family- and employee-owned company that has been treating individuals with serious mental illness since 1965. We specialize in innovative, outcomes-driven services for high-risk individuals with complex needs. Our programs are recovery-focused and clinically effective and are designed in partnership with local, county, state and other behavioral health organizations.

## Telecare's Mission

Telecare's mission is to deliver excellent and effective behavioral health services that engage individuals with complex needs in recovering their health, hopes, and dreams.

# Sausal Creek Outpatient Clinic

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# Medication Clinic

## What We Do

The program provides nursing, behavioral health, and psychiatric assessment. Staff work with consumers to create an individual treatment plan.

## Referral Process

Referrals are made through Alameda County ACCESS.

They can be reached at 800-491-9099 Monday through Friday, 8:30 a.m. to 5:00 p.m.

## Services

- Full psychiatric, behavioral health, nursing, and risk assessments
- Medication support
- Linkage and other support services
- Co-occurring support services



## FAQs

### What if I miss an appointment?

You can work with your case manager to explore other options if you miss your regularly scheduled appointments.

### What happens if I need assistance after hours?

You can always call the **24-hour crisis prevention line for assistance at 800-309-2131**. Please only call 911 or go to an emergency room if you feel that your life is at risk (e.g. if you are feeling suicidal).

### How do I obtain a medication refill?

The medication you were prescribed and your unique circumstance will determine how often you need to refill your medication.

### What happens if I lose my medication?

You will need to follow up with your doctor or nurse practitioner to obtain a new prescription and you will need to pay for your refill.

## Resource Information

### Apply for healthcare benefits:

You can apply for Medi-Cal benefits by going to the Alameda County Social Services Agency or apply online at [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org).

You can also make an appointment with eligibility at the Highland Hospital Same Day Clinic at 510-437-8500. Same-day appointments can be made at 6:00 a.m. Monday-Saturday.

You can apply for Medi-Cal benefits as well Covered California during open enrollment by calling 800-300-1506.

### Obtain a photo ID

You can obtain an ID card from the Department of Motor Vehicles (DMV). Call 1-800-777-0133 for the DMV closest to you. You can apply for a discounted ID at a social services agency.

### HealthPAC

You can make an appointment at the Highland Hospital Same Day Clinic at 510-437-8500, or call 1-877-879-9633 for other locations to apply for benefits.

### Medication management

You are being referred to ACCESS and they will refer you to medication management services.