



**San Francisco Department of Public Health
Community Oriented Primary Care
Tom Waddell Health Center/Homeless Programs**

50 Lech Walesa (Ivy) Street
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Edwin M. Lee, Mayor

**Questions & Answers
about the changes at
Tom Waddell Health Center beginning July 9, 2013**

What do I need know about the move?

Primary Care services from the Tom Waddell Health Center (TWHC) and Housing & Urban Health Center (HUHC) will be combined and moved to a new location at 230 Golden Gate Avenue (near Golden Gate and Leavenworth in the Tenderloin neighborhood).

When will the new clinic open?

The new clinic will open on July 9, 2013.

What will the new clinic be called?

The new clinic will be called Tom Waddell Urban Health Clinic (TWUHC).

What time will the new clinic open and close?

TWUHC will be open from 8am – 5pm, Monday-Friday.

What will be different at the new clinic?

The main change will be the new location and a beautiful, new, clinic space. Our staff will be the same and we will continue to provide outstanding primary care services. We also plan to make it easier for you to get an appointment and to shorten the amount of time you have to wait once you are in the clinic.

What can I do to prepare for the move?

The only thing you need to do to prepare for the move is be ready to go to 230 Golden Gate Avenue for any appointments on or after July 9, 2013.

Will someone be available to answer my questions about medications and prescriptions in person or over the phone?

Yes. Starting July 9, you can drop in to the new clinic with questions and concerns. Be sure to check in at the Reception Desk. You can also call 415-355-7400 for information.

Will I still be sent to San Francisco General Hospital for certain tests?

Yes. Experts at San Francisco General Hospital provide many specialty services and lab work. Medical staff at the Tom Waddell Urban Health Clinic will still refer patients to San Francisco General Hospital for certain tests and procedures when they need to.

Will I be able to drop in anytime at the new clinic?

We prefer that you make an appointment whenever possible, but you will be welcome to drop in for care services at the new clinic from 8am – 5pm, Monday-Friday. Your waiting time as a drop-in patient may be longer than it is when you have an appointment.

Will I have access to my medical history and records at the new clinic?

Yes. Patients will have the same access to medical history and records as always.

I like having my medical visits at the old clinic. Can I go there instead of the new clinic?

No. On July, 9, 2013, all primary care services will move to the new clinic at 230 Golden Gate. Urgent Care and dental services will still be at 50 Ivy Street.

What will happen with Transgender Clinic?

Transgender Clinic will move to the new location. It will still be on Tuesdays with the same staff.

Will my insurance coverage and co-pays change?

No.

Where should I go for dental services?

Dental Services will continue on Monday and Thursday mornings at the Tom Waddell Urgent Care Center (50 Lech Walesa / Ivy).

Where will I go for Urgent Care?

Primary care patients should go to the new clinic for urgent care needs during regular clinic hours. The chart below shows additional Urgent Care options.

Urgent Care		
Days / Hours	Location	Address
Monday-Friday 8am - 5pm	Tom Waddell Urban Health Clinic	230 Golden Gate Avenue
Monday-Friday 5 - 9pm	San Francisco General Hospital	1001 Potrero Avenue
Saturday 9am - 5 pm	Tom Waddell Urgent Care Center	50 Lech Walesa (Ivy)
Saturday, Sunday, Holidays 10am - 5pm	San Francisco General Hospital	1001 Potrero Avenue