

APPOINTMENTS

To Schedule an Appointment

Call (925) 462-1755 to make an appointment. Our Call Center is open Monday-Thursday from 8:30 am to 6:00 pm and Friday from 8:30 am to 5:00 pm. You can schedule routine appointments in advance. We also offer same day appointments during regular clinic hours for routine and urgent medical needs.

Interpretation Services

Axis makes every effort to provide interpretation services for our non-English speaking or hearing-impaired patients. If you need these free services, please tell our Call Center operators when scheduling your appointment.

Continuity of Care

To provide you with continuity of care, we encourage you to select an Axis provider who you will see on a consistent basis. Our Call Center staff can help you choose a provider. You can reach them at (925) 462-1755. To see a list of our providers and information regarding their background, visit our website at axishealth.org.

What Should I Bring to My Visit?

Remember to bring your picture identification, insurance card, all current medications, and a list of any other medical providers you have seen so we can coordinate your care.

Co-Payments

All fees and co-payments that are your responsibility are due at the time of your visit.

Late Policy

Please arrive 15 minutes prior to your appointment time. If you are late, you may be asked to reschedule your appointment.

OTHER MEDICAL SERVICES

24-Hour Medical Advice Line

Axis provides medical advice 24-hours a day for urgent medical concerns. The advice line is available every day of the week, even when the clinic is closed. You can reach our advice line at any time by calling (925) 462-1755.

Walk-In Services

Pregnancy testing and TB testing are available without appointments on a walk-in basis at our two medical clinics.

Referrals to Other Providers

If necessary, Axis will connect you with other medical providers, such as specialists, and we will coordinate your care with other providers. If we refer you to another provider, it may take up to 3 business days to process your referral. Once you receive confirmation from Axis that we have identified the outside provider and received authorization for your visit, you will then follow up directly with the other provider to schedule your appointment.

Prescription Refills

Please contact your pharmacy for a refill 5 business days before your medication runs out. Prescriptions may require a medical appointment in order to receive a physician's order for additional refills.



GOOD TO KNOW

Eligibility & Enrollment Services

We can help you apply for low-cost health services, including Medi-Cal coverage and health plans available through Covered California. Call (925) 462-1755 to make an appointment. Walk-in enrollment services are available at our Pleasanton medical clinic, and individuals who drop in without an appointment will be accommodated as staff schedules permit.

Copies of Medical Records

The Axis Medical Records Department is located in Suite H of our Pleasanton clinic, at 4361 Railroad Avenue. It is open Monday-Friday from 8:30 am to 5:00 pm. To obtain a copy of your medical records, you will need to fill out an authorization form, which you can pick up from one of our medical clinics. Once our staff receives your completed authorization form, please allow up to 7 business days for processing. Per your instructions, we will either transmit your records directly to another provider, or make them available for pick-up at our Pleasanton or Livermore medical clinics. You can reach our Medical Records Department at (925) 462-1755.

No-Show Policy

Please understand that when we schedule your appointment, we are reserving that time just for you. If you must change your appointment time, please give us at least 24 hours notice. This will allow us to give your reserved time to another patient who needs it. If you do not cancel your appointment at least 24 hours in advance, you will be considered a no-show. More than four no-shows for a clinic appointment in one year may result in an end of services.

Full-Service Primary and Preventive Medical Care for All Ages

Adult Medicine
Pediatrics
Family Planning
Women's Health
Prenatal Care
Immunizations
TB Tests
Pregnancy Tests
STD Testing
Smoking Cessation
Asthma Education
Nutrition Education

Medical Clinic Locations & Hours

Pleasanton

4361 Railroad Avenue
Mon/Wed/Fri: 8:30 a.m. – 5:00 p.m.
Tue/Thu: 8:30 a.m. – 9:00 p.m.
2nd/4th Sat of month: 8:45 a.m. – 1:00 p.m.

Livermore

3311 Pacific Avenue
Mon/Wed: 8:30 a.m. – 9:00 p.m.
Tue/Thu/Fri: 8:30 a.m. – 5:00 p.m.
1st/3rd Sat of month: 8:45 a.m. – 1:00 p.m.



Other Axis Services

Behavioral Health

6666 Owens Drive, Pleasanton
446 Lindbergh Avenue, Livermore

- Mental Health Counseling
- Adult Substance Abuse Recovery Program
- Teen Substance Abuse Recovery Program
- DUI Classes
- Drug Testing for Businesses and Individuals

WIC Nutrition Program

1991-H Santa Rita Road, Pleasanton

Supplemental Nutrition Program
for Women, Infants, & Children

Axis is Your Medical Home

As your medical home, Axis is responsible for coordinating your care across multiple settings, supporting you when we deliver the care, as well as when we refer you to other providers. We help you find specialists, make appointments, and communicate with other providers. Our team provides you and your family access to evidence-based care and self-management support—which means we partner with you to achieve healthy outcomes and we rely on medical research and our physicians' expertise when developing your personalized health care plan.

Contact Us

For appointments, please call:

(925) - 462 - 1766

For more information about joining a
Medical Home, visit:

axishealth.org



Welcome to
**Your
Medical
Home**

