

Frequently Asked Questions

Benioff Children's Hospital Oakland School Based Health Center
at Castlemont High School

As your child makes the transition to high school, consider also transitioning their Primary Care Provider to the Benioff Children's Hospital Oakland so that they can receive comprehensive medical services right at the Chappell Hayes Clinic at Castlemont High School.

Where is the clinic located and what are the hours?

The Youth Uprising Teen Clinic is located at 8711A MacArthur Boulevard just adjacent to Castlemont High School and co-located with Youth Uprising. It is open Monday - Thurs 8:30a - 4:30p for medical services and Monday - Friday 8:30a - 4:30p for behavioral health services.

What services are offered at the clinic?

For patients whose Primary Care Physician (PCP) is part of Benioff Children's Hospital Oakland, comprehensive services are available including:

- annual physical exams
- sports physicals
- vision and hearing screenings
- vaccines
- lab draws
- urgent care for illness or minor injury
- reproductive health services
- mental health services including therapy
- social work consultation

For patients who **DO NOT** have a provider through Benioff Children's Hospital Oakland, the clinic is only able to provide reproductive health services, brief urgent care services, and mental health services.

What does it mean to have a Benioff Children's Hospital Oakland Primary Care Provider (PCP)?

As a patient of Benioff Children's Hospital Oakland, you have access to all the resources at Benioff Children's Hospital Oakland including the Teen Clinic and the Claremont Clinic and subspecialists. Urgent care is available weekday evenings and on Saturday mornings. There is also a nursing advice line that you may call for questions.

How can I switch my child to a Benioff Children's Hospital Oakland provider?

Please call the following phone number and have your insurance information/identification number available. You'll need to state that you want to switch to "Department of Adolescent Medicine at 5400 Telegraph Ave in Oakland" (even though we will usually see you at the Youth Uprising Clinic)

For Alameda Alliance call (510)747-4567. Then select member services and ask to be switched to Bay Children's Physicians - Adolescent Medicine

For Anthem Blue Cross call (800)407-4627 . Then select member services and ask to be switched to Site Code : LNF000 Children's Hospital Teen Clinic

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A medida que su hijo hace la transición a la escuela secundaria, considere también la transición de su proveedor de atención primaria al Benioff Children's Hospital Oakland para que pueda recibir servicios médicos completos en la Clínica Chappell Hayes en Castlemont High School.

¿Dónde está la clínica y cuál es el horario?

La Clínica para Adolescentes de Youth Uprising está ubicada en 8711A MacArthur Boulevard, justo al lado de Castlemont High School y comparte ubicación con Youth Uprising. Esta abierta de lunes a jueves de 8:30 am a 4:30 pm para servicios médicos y de lunes a viernes de 8:30 am a 4:30 pm. para servicios de salud del comportamiento.

¿Qué servicios se ofrecen en la clínica?

Para los pacientes cuyo médico de atención primaria (PCP) es parte de Benioff Children's Hospital Oakland, hay servicios integrales disponibles que incluyen:

- exámenes físicos anuales
- exámenes físicos deportivos
- exámenes de visión y audición
- vacunas
- sorteos de laboratorio
- pruebas de tuberculosis
- atención de urgencia por enfermedad o lesión menor
- servicios de salud reproductiva
- servicios de salud mental, incluida la terapia
- consulta de trabajo soci

Para los pacientes que NO tienen un proveedor a través de Benioff Children's Hospital Oakland, la clínica solo puede brindar servicios de salud reproductiva y servicios de salud mental.

¿Qué significa tener un proveedor de atención primaria (PCP) de Benioff Children's Hospital Oakland?

Como paciente del Benioff Children's Hospital Oakland, tiene acceso a todos los recursos del Benioff Children's Hospital Oakland, incluida la Clínica para adolescentes y la Clínica Claremont y subespecialistas. La atención de urgencia está disponible entre semana por la noche y los sábados por la mañana. También hay una línea de asesoramiento de enfermería a la que puede llamar si tiene preguntas.

¿Cómo puedo cambiar a mi hijo a un proveedor de Benioff Children's Hospital Oakland?

Llame al siguiente número de teléfono y tenga a mano su información de seguro/número de identificación. Necesita decir "Quiero cambiar a 'Department of Adolescent Medicine at 5400 Telegraph Ave in Oakland' " (pero normalmente nos vemos a Youth Uprising Clinic en MacArthur)

Para Alameda Alliance llame al (510)747-4567. Luego, seleccione los servicios para miembros y solicite que lo cambien a Médicos de Bay Children's - Medicina para adolescentes

Para Anthem Blue Cross llame al (800)407-4627. Luego, seleccione los servicios para miembros y solicite que lo cambien al código del sitio: LNF000 Children's Hospital Teen Clinic