

# PHC Provider Directory - Glossary of Terms

Here you'll find definitions of basic terms used in the PHC Provider Directory. If you are unable to find an answer to your question, please call Member Services at (800) 863-4155.

## **Source of Listings**

Information for the following items is obtained from providers when they complete their application to join PHC and every three years thereafter. We also check with providers to validate this information every year. We count on the providers to tell us if this information has changed. Updates that are not communicated to us by the provider will not be added to the directory until our next scheduled verification.

1. Name
2. Gender
3. Specialty
4. Hospital Privileges
5. Medical Group Affiliations
6. Board Certifications
7. Accepting New Patients
8. Languages spoken by providers or clinical staff
9. Office locations and phone numbers

## **Ancillary Provider**

An ancillary provider includes durable medical equipment provider, physical therapist, occupational therapist, etc.

## **Specialty**

Specialty means the type of medical care the physician practices. For example, the doctor could specialize in family medicine, dermatology, cardiology, etc. When a physician indicates a specialty on their application to join PHC, we check the providers' education and training history to ensure they are qualified to provide the type of specialty care indicated. Many physicians will complete additional education and training in their specialty area and receive a certification. Please see Board Certification below.

## **Board Certification**

Board certification means the physician completed additional education and training in an area of medicine and passed an examination that certifies he or she has expertise in this area. This information is checked with the American Board of Medical Specialties (ABMS) or other boards when providers complete their application to join PHC and every three years after that. We also check this information every year by asking providers to tell us if the information is still correct. If you would like updated information about a provider's board certification, visit the ABMS website at [www.abms.org](http://www.abms.org). Then click on the "Is Your Doctor Certified?" link.

## **Education and Training**

If you have a question about a physician's education and training, you can find the information on the Medical Board of California website at [www.mbc.ca.gov](http://www.mbc.ca.gov) under License Search, or call PHC Member Services (800) 863-4155.

**Community Health Clinic**

This is a clinic staffed by a group of doctors and nurses located in a community.

**Medical Group Affiliations**

The practice, or medical group, the provider belongs to.

**Assigned Hospital**

The hospital that your provider will send you to when you need inpatient care, unless the care is not available at this hospital.

**Hospital Privileges**

The hospital where the provider has been approved to render or arrange care.

**Provider Languages**

Languages other than English spoken by the provider and other clinical staff.

**Staff Languages**

Languages other than English spoken by nonclinical office staff at the site, not providers.

**Provider Address**

The location where services and care are rendered.

**Provider Site Status**

- **Accepting New Patients:** The provider site is able to see new patients.
- **Accepting Current Patients:** The provider site is only able to see patients who are already assigned to the site.
- **Available by Referral Only:** The provider site is only able to see patients who are referred by their primary care physician.
- **Available only through a hospital or facility:** The provider does not see patients in an office setting. The provider only works with patients who are receiving care at a hospital or facility.
- **Not Accepting New Patients:** The provider site is not able to add new patients to their site.

**Specialty Type**

Allows searching by the provider's medical specialty, or the type of facility. For example, if you are looking for a Dermatologist, select Dermatology from the list. Note: Some physicians may have more than one specialty. For facilities, if you are looking for a hospital, for example, select hospital.

**Terms Used in Hospital Listings**

The Provider Directory allows you to search for hospitals, clinics and other facilities in PHC's network. Below is a list of information you can find in the Provider Directory about a hospital and what they mean. This information is self-reported by the hospital and updated every three years or more frequently as reported by the hospital. We also check with the hospitals to validate this information every year. We count on the hospital to tell us if this information has changed. Updates that are not communicated to us by the hospital will not be added to the directory until our next scheduled validation.

- **Name** means the name of a hospital in PHC's network.
- **Address** means the physical location of a hospital in PHC's network.
- **Phone** means the telephone number of a hospital in PHC's network.

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To verify the availability of providers, call PHC Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

◆ = Board Certified ☎ = Trained in Cultural Competency. See Page 14 for a description of codes: ♿ P E B I B R E T

**Hospital Quality Data Sources**

Hospital Quality Data means data from recognized nation or state sources about the quality of a hospital in PHC's network. PHC's Provider Directory includes links to quality data from The Leapfrog Group and Quality Check. This information is validated with the applicable accreditation entity every three years or more frequently as report by the hospital.

**Hospital Accreditation**

When a hospital goes through a review to assess the quality of its systems and processes by an outside organization. PHC checks with the accrediting body to see if the hospital is accredited every 3 years. The Provider Directory includes a link to the hospital's accrediting body.

**Wheelchair & Accessibility Codes**

This information is for people with disabilities to help them find an accessible office. Each office is evaluated on the level of access for parking, building, elevator, doctor's office exam room, and restrooms.

**Levels of Access**

**Accessibility Codes** (see page 13 for a description of codes: ♿ P EB IB R E T )

**Basic Access**

The office meets the standards below for parking, exterior and interior building, restrooms, and exam rooms (P, EB, IB, R, and E).

**Limited Access**

The office does not meet one or more of the standards for parking, exterior and interior building, restrooms, and exam rooms (P, EB, IB, R, and E). See page 13 for a description of codes: ♿ P EB IB R E T

**Medical Equipment Access**

The office meets the standard below for exam tables and scales (T).