

# HealthWatch

A Publication of Bakersfield Family Medical Center / Heritage Physician Network

Spring / Summer 2023

**New  
Concierge  
Service**

**+ High Risk Outpatient  
Case Management**

**Protect  
Yourself from  
Telephone  
and Internet  
Scams**



**Urgent Care Hours:** 8 a.m. - 8 p.m. 365 Days a Year

Appointments Available Mon-Fri, 8 a.m. to 5 p.m. **(661) 846-4840**

**24-Hour Nurse Hotline** Available 24/7 at **(661) 327-4411**

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# New Concierge Service

Are you having difficulty accessing care and scheduling appointments?

If you have tried to make an appointment with your primary care provider or specialist and you have encountered problems that you cannot resolve, we have designated a knowledgeable nurse coordinator that is ready to provide assistance over the phone or via email. Bakersfield Family Medical Center / Heritage Physician Network is excited to provide this new service available to patients Monday – Friday 8am to 5pm.

Please call or email for Concierge Services:

**(661) 616-5594**

**[conciergenursemanagement@bfmc.com](mailto:conciergenursemanagement@bfmc.com)**

Please provide as many details as you can on how the nurse can best assist you. Once the email is received, you should receive a same day response.



## High Risk Outpatient Case Management

At BFMC/HPN, we are eager to help you live life as fully and comfortably as possible.

The High Risk Outpatient Case Management program is designed to help patients manage their healthcare needs, provide education and resources on their health conditions, and assist patients in navigating the healthcare system.

The High Risk Outpatient Case Management program consists of nurse case managers who are available to assist with your healthcare needs telephonically when help is needed. You may refer yourself to the program by calling our Customer Service Department or your doctor can refer you. The main goal of the High Risk Outpatient Case Manage-

ment program is to successfully help you with your healthcare need(s) by providing you with knowledgeable and resourceful case manager assistance.

Contact Customer Service for more information:

**1-800-763-7732**

TDD/TTY

**1-800-735-2929 English)**

**1-800-855-3000 (Spanish)**

# Scam Calls & Internet Scams

The FCC has drafted a few handy tips to help older adults avoid falling prey to telephone scams, especially if the caller is using a fake caller ID (or spoofing a known number):

- Never give out personal information such as account numbers, Social Security numbers, mother's maiden names, passwords, or other identifying information in response to unexpected calls or if you are at all suspicious.
- If you get an inquiry from someone who says they represent a company or a government agency seeking personal information, hang up and call the phone number on your account statement, in the phone book or on the company's or government agency's website to verify the authenticity of the request.
- Use caution if you are being pressured for information immediately.
- If you have a voicemail account with your phone service, be sure to set a password for it. Some voicemail services are preset to allow access if you call in from your own phone number. A hacker could spoof your home phone number and gain access to your voice mail if you do not set a password.



Bakersfield Family Medical Center will never contact you asking for sensitive information such as social security numbers, passwords, or soliciting payment over the phone for services or devices. If you are ever unsure of a caller representing themselves as a Bakersfield Family Medical Center employee, ask for their name and department and hang up and call us back directly at 661-327-4411.

## BFMC/HPN Quality Improvement Program

Bakersfield Family Medical Center/Heritage Physician Network has a Quality Improvement Program that is responsible for the development and reporting of quality initiatives. These are improvement guidelines for the care of BFMC/HPN Commercial and Medicare members. The Quality Improvement Program is used throughout BFMC/HPN and each department is responsible for meeting set performance standards and reviewing processes and procedures to ensure we provide excellent service to our members and providers.



For your convenience, the Quality Improvement Program is available on the BFMC/HPN website at [bfmc.com](http://bfmc.com) under "Services." If you would like more information regarding the Quality Improvement Program, please contact Customer Service at (800) 763-7732.

BFMC/HPN HEALTH WATCH is published as a community service for friends and members of BAKERSFIELD FAMILY MEDICAL CENTER / HERITAGE PHYSICIAN NETWORK 4580 California Avenue, Bakersfield, CA 93309 (661) 327-4411 [www.bfmc.com](http://www.bfmc.com)



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Information in BFMC/HPN HEALTH WATCH comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect you, please contact your health care provider. Models/stock images may be used in photos and illustrations.

## BFMC/HPN Senior Activities

Coffee Club, Arts and Crafts,  
and Health Talk Bingo

FREE in-person events for seniors.

Frank Weldon Hall, Park Stockdale,  
205 Rio Bravo Dr, Bakersfield, CA  
93309

For a list of upcoming dates, contact  
the Marketing team at (661) 846-4662



## Connecting to our members

Join us on Facebook, Twitter, and Instagram for regular updates and health information  
**#BFMCHPN #OurHealthOurCommunity**



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URGENT  
CARE

