

Urgent Care in Ventura County

Summary

The Ventura County 2003-2004 Grand Jury initiated an investigation to determine the availability of urgent care, outpatient medical facilities in the Ventura County Health Care Agency.

Background

For the purpose of this report, “urgent care” is defined as medical attention required for non-life-threatening problems such as bronchitis, colds, flu, high fever, sore throats, ear infections, minor burns, or cuts, among other illnesses. These illnesses normally require immediate medical attention, often on a walk-in basis without an appointment.

Even though all Ventura County Health Care Agency facilities will treat walk-in patients, most facilities request that the patient call ahead to determine the best time for a doctor to respond to a health concern.

An urgent care facility must have oxygen, a defibrillator (crash cart), and x-ray and laboratory capabilities.

Methodology

As part of the study, the Grand Jury visited each of the following medical facilities that either were listed on the Ventura County Health Care Agency maps or in the Ventura County Health Care Agency Directory of Services as an “Urgent Care” clinic or became one after the maps were printed:

- Conejo Valley Family Care Center, Thousand Oaks
- Las Islas Family Medical Group, Oxnard
- Magnolia Family Health Center, Oxnard (newest urgent care facility)
- Moorpark Family Care Center, Moorpark
- Santa Paula Medical Clinic, Santa Paula
- Sierra Vista Family Care Center, Simi Valley
- West Ventura Family Care Center
- Ventura County Medical Center (VCMC), Ventura
(emergency & after hours urgent care)

The purpose of the on-site visits was to determine if the facilities performed urgent care functions.

Findings

F-01. Conejo Valley Family Care Center, 223 E. Thousand Oaks Blvd., #102, Thousand Oaks (371-8355)

Hours: Mon 9:00 a.m. - 7:00 p.m.
 Tue - Fri 9:00 a.m. - 5:00 p.m.
 Sat 1st & 2nd Saturday of the month for Family Planning only

This facility is listed as an urgent care facility on the Ventura County Health Care Agency map (not in the Directory of Services), but it is not considered an urgent care facility by medical clinic personnel. If patient need urgent care, they are referred to the Magnolia Family Health Center in Oxnard.

F-02. Las Islas Family Medical Group, 325 West Channel Islands Blvd., Oxnard (385-662)

Hours: Mon - Fri 8:00 a.m. - 5:00 p.m.
 Mon - Fri 9:00 a.m. - 7:00 p.m. (Urgent Care)
 Sat 9:00 a.m. - 5:00 p.m.

This facility is correctly listed as an urgent care facility on the Ventura County Health Care Agency maps but is not listed as such in the Directory of Services.

F-03. Magnolia Family Health Center, 2240 East Gonzales Rd., Oxnard (981-5151)

Hours: Mon - Fri 8:00 a.m. - 5:00 p.m. (Clinic)
 Mon - Fri 9:00 a.m. - 7:00 p.m. (Urgent Care: 981-5181)
 Sat - Sun 8:00 a.m. - 5:00 p.m. (Urgent Care: 981-5181)

The newest medical facility provides urgent care services seven days a week. Patients are able to access needed medical care during extended office hours on a walk-in basis. The center provides complete family care services by board certified physicians. In addition to urgent care, x-ray and laboratory services are also available.

Because the clinic is new, it is not listed as an urgent care facility in either the Ventura County Health Care Agency Directory of Services or the corresponding maps.

F-04. Moorpark Family Care Center, 35 W. Los Angeles Ave., Moorpark (529-4624)

Hours: Mon - Thu 8:30 a.m. - 7:00 p.m.
 Fri 8:30 a.m. - 5:00 p.m.
 Sat 8:30 a.m. - 1:00 p.m.

This facility is listed as an urgent care facility on the Ventura County Health Care Agency Directory of Services "Urgent Care Facilities" map in the "Maps

of Services” section, but is not considered an urgent care facility by medical clinic personnel.

F-05. Santa Paula Medical Clinic, 1334 E. Main St., Santa Paula (933-1122)

Hours: Mon - Thu	8:00 a.m. - 7:00 p.m.
Fri	8:00 a.m. - 5:00 p.m.
Sat	9:00 a.m. - 5:00 p.m.

This facility is listed as an urgent care facility on the Ventura County Health Care Agency map (not in the Directory of Services), but it is not considered an urgent care facility by medical clinic personnel.

Following the closure of Santa Paula Hospital, the medical clinic increased its hours in anticipation of a larger patient load. Since the patient load has not increased, the hours have been adjusted as shown above.

F-06. Sierra Vista Family Care Center, 4531 Alamo St., Simi Valley (584-4885)

Hours: Mon - Fri	8:00 a.m. - 5:00 p.m.
Sat	9:00 a.m. - 5:00 p.m. (Walk-ins)

This facility is listed as an urgent care facility on the Ventura County Health Care Agency Directory of Services and the corresponding maps, but it is not considered an urgent care facility by medical clinic personnel, even though x-ray services are available on-site. If patients need urgent care, they are referred to a local private facility or an emergency room.

F-07. West Ventura Family Care Center, 133 W. Santa Clara St., Ventura (641-5600)

Hours: Mon - Fri	8:00 a.m. - 5:00 p.m. (Clinic)
Mon - Fri	9:00 a.m. - 7:00 p.m. (Urgent Care)
Sat	8:00 a.m. - 5:00 p.m. (Urgent Care)
Sun	8:00 a.m. - 1:00 p.m. (Urgent Care)

This facility is correctly listed as an urgent care facility in the Ventura County Health Care Agency Directory of Services and on the corresponding maps. X-ray and laboratory services are available on-site.

F-08. Ventura County Medical Center (VCMC), 3291 Loma Vista Rd., Ventura (652-6000)

Hours: 24 hours a day, seven days a week

VCMC is the emergency room of choice in the Ventura County Health Care Agency for life-threatening emergencies. It also handles urgent care after other health care facilities are closed.

- F-09.** Of the eight facilities visited, six are under contract with the county, whereas, VCMC and Magnolia Family Health Center are operated directly by the County of Ventura.
- F-10.** The hours of each medical facility were verified on February 24, 2004, some of which differed from those we were given during our visits. Hours are subject to change.
- F-11.** Of the six facilities listed as urgent care facilities (including VCMC) on the Ventura County Health Care Agency maps, only four are urgent care.
- F-12.** There are no urgent care facilities in east Ventura County, causing patients to drive to west county for their urgent care needs.
- F-13.** Patients at urgent care facilities are treated on a first-come, first-served basis. While every attempt will be made to see patients as quickly as possible, wait times are based on the number of people seeking care as well as the severity of their condition.

Conclusions

- C-01.** The Grand Jury concludes that there are four urgent care facilities (including VCMC) in west Ventura County. (F-02, F-03, F-05, F-07, F-08)
- C-02.** The Grand Jury concludes that there are no urgent care facilities in east Ventura County. (F-01, F-04, F-06, F12)

Recommendations

- R-01.** It is recommended that the inaccuracies and misinformation in the Ventura County Health Care Agency Directory of Services be corrected.
- R-02.** It is recommended that the inaccuracies on the maps of the Ventura County Health Care Agency be corrected.
- R-03.** It is recommended that the Ventura County Health Care Agency prepare a Needs Assessment Study for urgent care facilities in east Ventura County.

Responses

Responses Required From:

Board of Supervisors (R-01, R-02, R-03)

Responses Requested From:

Ventura County Health Care Agency (R-01, R-02, R-03)

Commendations

The Grand Jury commends the Ventura County Health Care Agency for doing a good job caring for patients in Ventura County.

Each Ventura County Health Care Agency medical clinic appears to be neat, clean and well-organized.

Each Ventura County Health Care Agency medical clinic appears to be well-staffed and well-managed.