

Welcome to the Children Hospital of Los Angeles (CHLA) Teenage and Young Adult Health Center's LEAH Clinic! Below are some common questions people have about their appointments.

## **What is our phone number?**

(323)361-2153

## **What should I expect at my appointment?**

At the LEAH clinic, you will have a team of experts who can help with various health concerns. In addition to doctors and nurses, you can also meet with nutritionists, psychologists, and social workers in training. These extra services will not cost you anything.

Appointments will last about 1 to 2 hours depending on what services you need.

## **Where is the clinic?**

Our clinic is not in the main CHLA campus. We are at 3250 Wilshire Blvd., Suite 300 on the 3<sup>rd</sup> Floor, Los Angeles, CA 90010 at the corner of New Hampshire and Wilshire Blvd.

We are about one (1) block from the Wilshire/Vermont Station of the Metro B (Red) and Metro D (Purple) Lines and bus lines 204, 51, 720 and 754.

## **Where can I park?**

Street parking is available. Please read all parking signs.

Parking is also available under the building, which you can access from New Hampshire. Please expect to pay up to \$10. We will give validation for any other fees. Bring your parking ticket with you.

## **What do I need to bring with me?**

- Your insurance card.
- Your vaccine records if you are getting a physical.
- Pictures of any medicine or vitamins you are taking.
- The contact information of your primary care doctor (if they referred you to our clinic).

## **Who should go with me?**

If you are under 18, it is important to have a parent or legal guardian with you. If your parent or guardian can't come, you may be able to bring a representative. They must be older than 18, and your parent or legal guardian have to sign a form for this option. Please call us to talk about this option more.

We may talk to you alone for part of the visit, which is an important part of your care.

## **Leadership Education in Adolescent Health (LEAH)**

4650 Sunset Blvd., Los Angeles, CA 90027 | CHLA.org

Approved by PFE 12/28/23

**English is not my preferred language. How can I request an interpreter?**

If you need an interpreter or interpretation iPad, please call to let us know 48 hours before your appointment.

**How long will my appointment be?**

This may be a longer appointment compared to other clinics because you may meet more members of our team. Visits after these first appointments may be shorter.

- Physical exam: About two and a half (2 ½) hours
- Consultation: About one and a half (1 ½) hours

**My appointment is telehealth. How should I prepare?**

Make sure you are in a private, quiet location when you join the online appointment. You need to be in California when you take the virtual visit. If you will not be in California, you will need to reschedule. You will get more detailed directions from the clinic.

**My insurance changed. How should I report that?**

Please call us if you switch insurance plans. It might take some time to update your information.

**How do I cancel or reschedule my appointment?**

If you cannot make it to your appointment, call us as soon as possible. If you cancel less than 24 hours before your appointment or do not show up, this may affect your ability to schedule future appointments. If you arrive more than 15 minutes late, we may need to reschedule for a later date.

**How will you communicate with me after the appointment?**

To make sure we can reach you, please keep us updated with your correct phone number(s), email address and physical address.