



“Brenda is very sensitive and helpful. One of the best thing going on in my life right now. She is kind and aware of my needs and has helped me with my recertification and anything that I need. She is my life preserver, a jack of all trades. I can call her and not feel like I am imposing. The reason I stayed with Lakeside is because of the care and consideration I get specifically from Brenda and my nurse case manager Domibel.”

-Thomas Waldman, Member



## Who should I contact

**Suspected abuse or neglect of someone age 65+** Adult Protective Services (APS)  
1 (877) 477-3646

**Suspected abuse or neglect of a child** Child Protection Hotline  
1 (800) 540-4000

**Home safety concerns and welfare checks** Local Police Department / 9-1-1

**Intimate partner/ domestic violence (IPV)** Local Police Department / 9-1-1

**Linkage to care or information about treatment for substance abuse, depression/ anxiety, other behavioral health diagnosis** Heritage Provider Network’s Behavioral Health Department  
BHC-Group@premierBHC.com

**Information for members about advanced care planning (POLST, DPOA, palliative or hospice care, etc.)** Regal North Social Work Team  
RegalNWSocialWorkReferral@regalmed.com

**Community resources for members regarding: food assistance, caregiver resources, homelessness, financial assistance through local or state resources, transportation needs, etc.**

Regal North Social Work Team  
RegalNWSocialWorkReferral@regalmed.com

**Fall Risk Assessment may be provided by social workers (using the CDC STEADI fall risk assessment and prevention toolkit) during home visits if risks for falls are identified, or upon request**

Regal North Social Work Team  
RegalNWSocialWorkReferral@regalmed.com

**Regal Medical Group  
Lakeside Community Healthcare**  
Patient Assistance Line: (888) 787-1712

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# Social Work

## San Fernando Valley & Simi Valley



RegalMed.com | LakesideMed.com

## Who are Regal and Lakeside social workers?

Regal and Lakeside social workers are an active part of our interdisciplinary care teams. They are experts in identifying social service needs, guiding members to resources and services available through public programs and in their communities, and working with members to address social challenges that impact their health and well-being. Our social workers communicate their findings and recommendations with the care team and treating physicians to promote member engagement and awareness of members' needs.

## How we can help

Regal social workers provide information about community resources for food, transportation, homeless services, financial assistance available through local and state resources, caregiver resources and respite support, and other services.

### Our social workers:

- Support stronger relationships between doctors and members by helping medical providers better understand their patients' needs and barriers
- Assist eligible members and caregivers with applying to programs like:
  - Medi-Cal
  - CalFresh (food assistance for low-income residents)
  - ACCESS transportation assistance
  - General Relief
  - MLTSS, IHSS, CBAS, MSSP for Medi-Cal recipients
  - Short-Term Disability (EDD)

- Provide information about respite care to help caregivers of eligible members
- Assess for fall risks in the home and share available resources with our members to reduce their risk of falls that result in injury
- Work with members and their families to understand their options to plan for difficult healthcare decisions and complete the process of advance care planning, including:
  - Advance health care directives
  - Physician Orders For Life-Sustaining Treatment (POLST)
  - Durable power of attorney (DPOA)
- Help members learn about options for in-home care, including palliative or hospice care

*Social workers cannot guarantee members will qualify for community resources or government benefits*

## How to refer to our team

For members needing assistance with any of the items listed:



Please complete our Regal North Social Work Referral Form to submit your request. You can email the Social Work team at: **RegalNWSocialWorkReferral@regalmed.com** to request and submit the form. You can also fax the completed form to **(818) 540-3258**.



You do not have to submit an authorization in REA for members to receive social work assistance from our team.



Our social work coordinator will review the referral, and accepted referrals will be assigned to a social worker within 1 business day. If there are any concerns with the referral, our coordinator will contact the provider for any further clarification.

If you have any additional questions on the referral process please email the Regal North Social Work Team at: **RegalNWSocialWorkReferral@regalmed.com**

