

HOW TO REQUEST AN APPOINTMENT AT A PUBLIC HEALTH SEXUAL HEALTH CLINIC

Note: You are only able to register in the portal if you have been seen in one of our clinics in the past or have already called and been scheduled for an appointment.

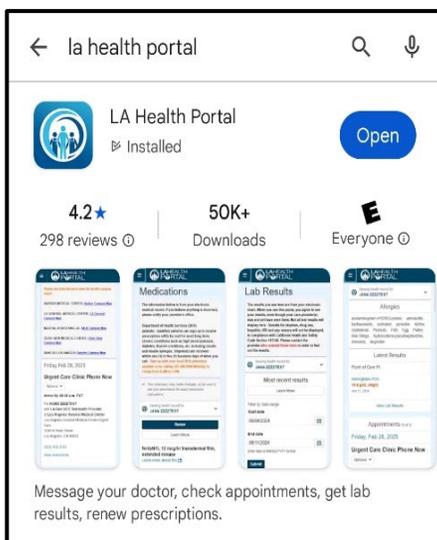
Note: If you are not already enrolled in the LA Health Portal, you must FIRST enroll here: <https://dhs.lacounty.gov/lahealthportal/how-to-self-enroll-and-login/>

Then you can either proceed to log-in on the webpage OR download the LA Health Portal App (see below) to request an appointment on your tablet or phone.

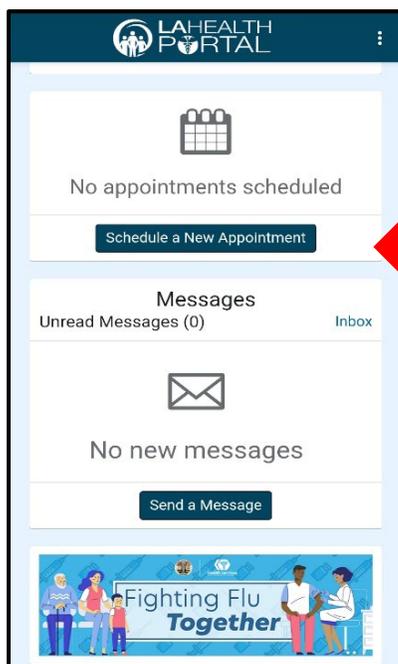
To use your tablet or phone:

1. Download the LA Health Portal App:

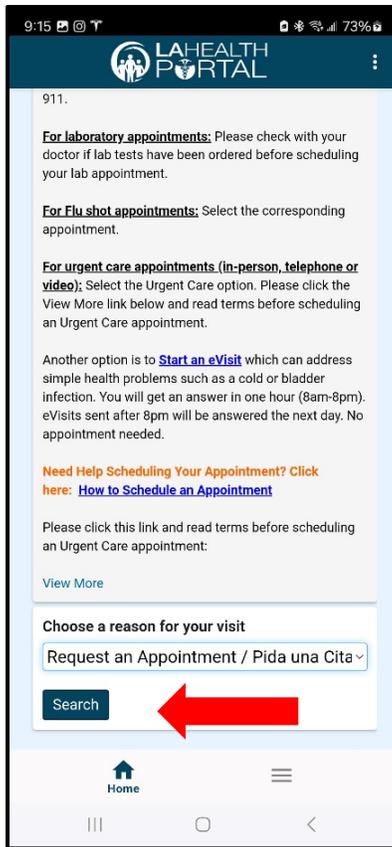
Android/iPhone:



2. Scroll down and select "Schedule a new appointment."

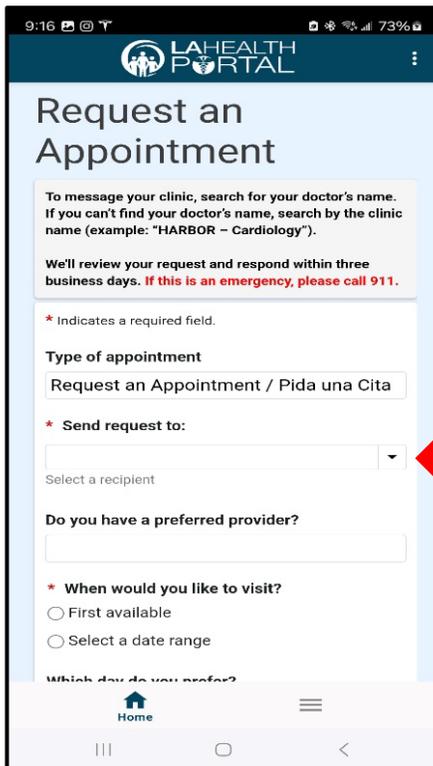


3. Scroll down and chose a 'Reason for your visit'.



- a. Select **“Request an Appointment/Pida una Cita”** from the dropdown.
- b. Click **“Search”**.

4. Scroll down until you see “Send request to:”



- a. Type the name of the clinic where you would like to schedule an appointment in the box. See bullet list below for a list of clinics and what to type.

- For **Antelope Valley Health Center**; type “DPH – Antelope Valley HC – Sexual Health Clinic”
- For **Central Health Center**; type “DPH – Central Health Center – Sexual Health Clinic”
- For **Curtis Tucker Health Center**; type “DPH – Curtis Tucker Health Center – Sexual Health Clinic”
- For **Hollywood Wilshire Health Center**; type “DPH – Hollywood Wilshire Health Center – Sexual Health Clinic”
- For **Martin Luther King Jr. Center for Public Health**; type “DPH – Martin Luther King, Jr Health Center – Nurse Walk-In Clinic”
- For **North Hollywood Health Center and Glendale Health Center**; type “DPH – North Hollywood Health Center – Sexual Health Clinic”
- For **TelePrEP appointment**; type “DPH – Simms Mann Health Center – Sexual Health Clinic”
- For **Pomona Health Center**; type “DPH – Pomona Health Center – Sexual Health Clinic”
- For **Torrance Health Center**; type “DPH – Torrance Health Center – Nurse Walk-In Clinic”
- For **Whitter Health Center**; type “DPH – Whittier Health Center – Sexual Health Clinic”

5. Do you have a preferred provider? Type “No”

9:17 73%

LA HEALTH PORTAL

Do you have a preferred provider?
No

* When would you like to visit?
 First available
 Select a date range

Which day do you prefer?
 Sun Mon Tue Wed Thur
 Fri Sat

What is your preferred time?
 Example: Afternoon or 2:00pm

* Why is this appointment needed?
 200 characters remaining (200 maximum).

* If follow-up is needed regarding this appointment, how should we contact you?
 By secure message
 By phone (please provide number)

Home

6. **When would you like to visit?** Select first available or date range. If you select date range, a calendar will be displayed. Select the dates.

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Request an Appointment

To message your clinic, search for your doctor's name. If you can't find your doctor's name, search by the clinic name (example: "HARBOR - Cardiology").

We'll review your request and respond within three business days. **If this is an emergency, please call 911.**

* Indicates a required field.

Type of appointment
Request an Appointment / Pida una Cita

* **Send request to:**
Select a recipient

Do you have a preferred provider?

* **When would you like to visit?**
 First available
 Select a date range

Which day do you prefer?

Home

10. **Which day do you prefer?** Select which days of the week you would prefer to have your appointment. You can select multiple days of the week.

9:26 LAHEALTH PORTAL

Select a date range

Which day do you prefer?
 Sun Mon Tue Wed Thur
 Fri Sat

What is your preferred time?
Example: Afternoon or 2:00pm

* **Why is this appointment needed?**
200 characters remaining (200 maximum).

* **If follow-up is needed regarding this appointment, how should we contact you?**
 By secure message
 By phone (please provide number)
Example: (555) 555-5555

Send request

Home

11. **What is your preferred time?** Type in your preferred time. You can give a range of time, such as 2:00pm - 4:00pm, for example.

The screenshot shows the LA Health Portal mobile app interface. At the top, the status bar displays the time 9:26, signal strength, Wi-Fi, and 75% battery. The app header features the LA Health Portal logo and a menu icon. The form includes the following sections:

- Select a date range
- Which day do you prefer?**
 Sun Mon Tue Wed Thur
 Fri Sat
- What is your preferred time?**
[Text input field] ← Red arrow pointing to this field
Example: Afternoon or 2:00pm
- * Why is this appointment needed?**
[Text input field]
200 characters remaining (200 maximum).
- * If follow-up is needed regarding this appointment, how should we contact you?**
 By secure message
 By phone (please provide number)
[Text input field]
Example: (555) 555-5555
- Send request** button

The bottom navigation bar contains a Home icon, a menu icon, and standard Android navigation symbols.

12. **Why is this appointment needed?** Type in the reason your appointment is needed.
Example: "STD testing"

This screenshot is identical to the one above, showing the LA Health Portal mobile app interface. A red arrow points to the 'Why is this appointment needed?' text input field, which is currently empty.

13. If follow-up is needed regarding this appointment, how should we contact you? Select how the clinic will contact you.

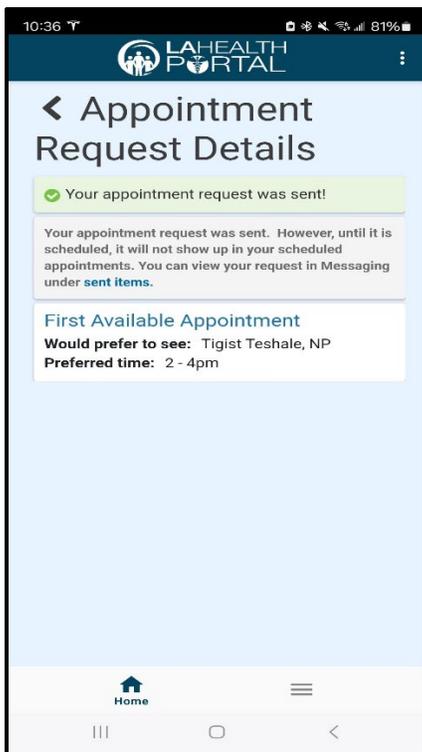
The screenshot shows the LA Health Portal mobile app interface. At the top, the status bar displays the time 9:26, signal strength, Wi-Fi, and 75% battery. The app header features the LA Health Portal logo and a menu icon. Below the header, there is a section for selecting a date range, followed by a section for choosing a preferred day (Sun, Mon, Tue, Wed, Thur, Fri, Sat). The next section asks for a preferred time, with an example of 'Afternoon or 2:00pm'. A text area for 'Why is this appointment needed?' is present, with a 200-character limit. The final section, titled '* If follow-up is needed regarding this appointment, how should we contact you?', contains two radio button options: 'By secure message' and 'By phone (please provide number)'. A red arrow points to the 'By phone' option. Below this is a text input field for a phone number, with an example '(555) 555-5555'. A 'Send request' button is located at the bottom of the form. The bottom navigation bar includes a 'Home' icon and a menu icon.

If you select “by secure message”, you will receive a message in the LA Health Portal. If you select **phone**, type in your phone number. You will receive a call from the clinic if needed.

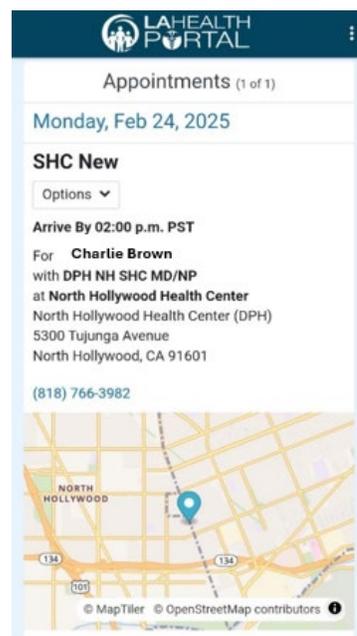
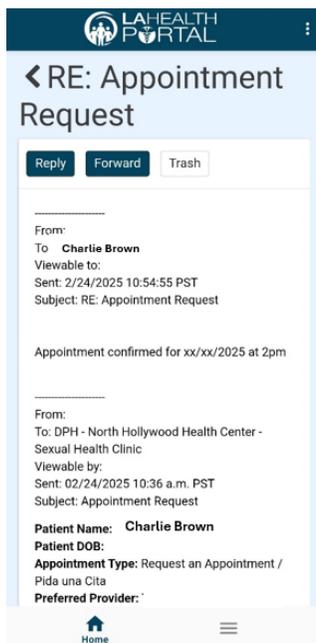
14. Once completed click “Send Request.”

This screenshot is identical to the one above, showing the same appointment request form. A red arrow points to the 'Send request' button at the bottom of the form, indicating the final step in the process.

15. Check the LA Health Portal appointment for “Appointment Request Details”.



16. You will receive a message in the LA Health Portal, a text message, or a phone call to confirm the date, time, and location for your appointment. You will also receive a phone call or text message a few days before the appointment as a reminder of your scheduled appointment.



NOTE:

- Check your spam folder or other inboxes for messages to ensure that you don't miss an email from us. The email will come from "**LA Health Services**" noreply@mail.cerner.com. The subject of the email will read, "**LA Health Portal Message – New Message Alert for _ (your first name) __.**"
- Please note that appointment scheduling through the LA Health Portal can take approximately 2 business days. Should you need an appointment sooner, call the clinic to schedule appointment.
- If 2 business days have passed and you have not received an appointment, call the clinic to schedule appointment. Click [here](#) to find the clinic phone number, or scan the QR Code for the clinic phone number:

