

Caring for you and your family



Selecting your primary care physician

Your primary care physician is your personal physician, and he or she is responsible for coordinating all your health care needs. It is important that you establish a relationship with your primary care physician as soon as possible by making your first appointment within one month of becoming eligible for care. If you have questions, or need assistance in selecting a primary care physician, please call one of our care centers or visit dhmf.org/dominican. Detailed information about our physicians is available on our website. Care provided is based on evidence-based standards of care.

Scheduling appointments

For new patients, please contact one of our care centers, who will help you find a doctor who's right for you and schedule your appointment. Current patients, may call our care center's phone number provided here.

For your convenience, you may schedule, reschedule or cancel an appointment (please give more than 24-hour notice) in any of our doctors' offices with one phone call. You will receive a reminder call 48 hours in advance of your scheduled appointment.

In preparation for your appointment, please bring all of your current medications (or a list), copies of any test results from outside providers, your current insurance card, identification, and your copayment.

Same-day primary care (including pediatrics and OB/GYN) appointments are available by calling your care center. Whenever possible, we'll work with you to find a same-day appointment with your primary care doctor

Patient portal

You can review your results, diagnoses, and medications and communicate with our offices and providers by signing up for our patient portal at your next office visit.

How to transfer medical records

Our Release of Information form is required to transfer your medical records (either to send your records, or request an outside physician or group to send us your records). To obtain the form, print it from our website at dhmf.org/dominican/newpatients, speak with our staff in person, or call us at (831) 535-1583.

Prescription refills

The best way to get your refills processed quickly and accurately is to request them from your pharmacy. Their staff will directly contact our office. **Please allow 48 to 72 hours.**

Billing

Our online payment website is dignityhealth.org/billpay. For any billing questions, you may contact our business office at (916) 379-2804. For payment assistance, call (866) 803-1774. Self-pay patients are given a discount for paying at the time of service.

If needed, we will provide uninsured patients information on how to obtain coverage. Dignity Health Medical Group Dominican Care Centers provide equal access to all patients regardless of source of payment.

Interpreter services

Interpreter services are available for non-English speaking patients. A telecommunication device for the deaf (TDD) or sign language interpreters are also available for patients. These services are provided at no charge. Please notify our staff at the time of making your appointment if you require assistance with these services.

Emergency care

An emergency situation is defined as a sudden illness or injury requiring immediate medical intervention. If you feel you are experiencing an emergency, call 911 or go to the nearest hospital.

We provide Urgent Care seven days a week from 12 p.m. to 8 p.m. and Walk-in Services on weekends (Dominican Family Medicine Westside Care Center only) 10 a.m. to 3 p.m.

If you experience a non-life threatening need after office hours, call your care center and the physician on call will assist you. Please do not seek medical care for non-life threatening needs outside of Dignity Health Medical Group Dominican Care Centers without receiving prior authorization, or you may be financially responsible for the services.

Care center locations and hours

Dominican Urgent Care

1820 41st, Suite C
Capitola CA 95010 (Near CVS)
(831) 684-7611

Office hours: 7 days a week, 12 p.m. to 8 p.m.

Dominican Family Practice – Aptos

9515 Soquel Drive #100
Aptos, CA 95003
(831) 661-6020

Office hours: Mon – Fri, 8 a.m. to 5 p.m.

Dominican Internal Medicine – Dominican Campus

1595 Soquel Drive #400
Santa Cruz, CA 95065
(831) 920-4000

Office hours: Mon – Fri, 8:30 a.m. to 5:30 p.m.

Dominican Family Practice – Boulder Creek

13350 Big Basin Way
Boulder Creek, CA 95006
(831) 338-6491

Office hours: Mon – Fri, 8:30 a.m. to 5 p.m.

Dominican Family Practice – Capitola

528 Capitola Avenue
Capitola, CA 95010
(831) 475-1630

Office hours: Mon – Fri, 8 a.m. to 5 p.m.

Dominican Family Practice – Dominican Campus

1595 Soquel Drive #411
Santa Cruz, CA 95065
(831) 920-4000

Office hours: Mon – Thurs, 8:30 a.m. to 5 p.m.
Fri, 9 a.m. to 5 p.m.

Dominican Pediatrics – Capitola

1820 41st Avenue, Suite D
Capitola, CA 95010
(831) 476-3000

Office hours: Mon – Fri, 8 a.m. to 5 p.m.

Dominican Gynecology

1667 Dominican Way #234
Santa Cruz, CA 95065
(831) 462-2825

Office hours: Mon – Fri, 8:30 a.m. to 5 p.m.

Dominican Obstetrics and Gynecology

1779 Dominican Way, Suite B
Santa Cruz, CA 95065
(831) 479-4966

Office hours: Mon – Fri, 9 a.m. to 5 p.m.

Dominican Family Medicine – Westside

2018 Mission Street
Santa Cruz, CA 95060
(831) 706-2220

Office hours: Mon – Fri, 8 a.m. to 5 p.m.

Weekend walk-in: Sat – Sun, 10 a.m. to 3 p.m.

Dominican Obstetrics and Gynecology – Dominican Campus

1505 Soquel Drive, Suite 5A
Santa Cruz, CA 95065
(831) 479-4966

Office hours: Mon – Fri, 9am to 5 pm

