

Caring for our community

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 (phone numbers listed on the right), or visit dhmf.org/sanfrancisco. 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. For current patients, schedule an appointment online at dhmf.org/sanfrancisco, or call your care center's phone number, listed to the right.

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. We will call you with a recorded message 48 hours in advance of your scheduled appointment as a reminder.

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 (including your student ID, if you are a college student), and your copayment.

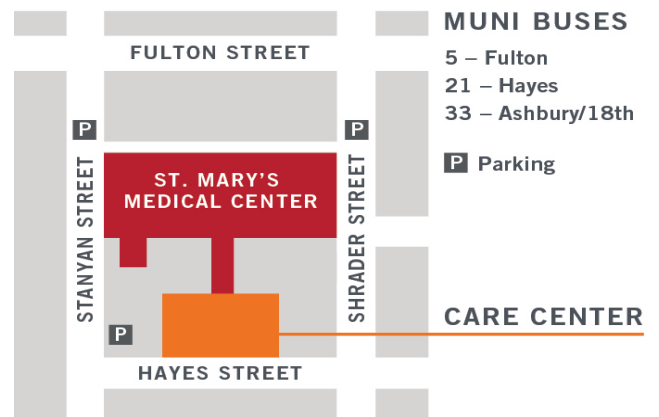


Care center locations and hours

St. Mary's Care Center

2250 Hayes Street, Suite 302
San Francisco, CA 94117
(415) 750-5995

Office hours: Monday – Friday, 8 a.m. to 5 p.m.

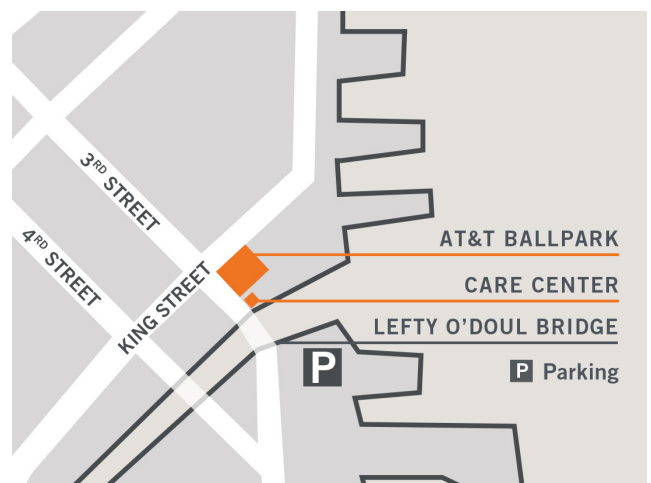


Parking (P): Valet parking is available in the parking lot located on the West side of the Hayes Street building (at the intersection of Hayes Street and Stanyan Street).

AT&T Park Care Center

24 Willie Mays Plaza
San Francisco, CA 94107
(415) 947-3096

Office hours: Monday – Friday, 8 a.m. to 5 p.m.



Parking (P): Park in Lot "A". Use designated Saint Francis Health Center reserved parking, North-West corner.

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/sanfrancisco (click Patient Resources, and then New Patients), speak with our staff in person, or call your care center.

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, please reach out to your care center. Self-pay patients are given a discount for paying at the time of service.

Dignity Health Medical Group Saint Francis/St. Mary's Care Centers provide equal access to all patients regardless of source of payment.

Hospitalization

If you are seriously ill and require hospitalization, Dignity Health Medical Group Saint Francis/St. Mary's physicians admit patients to St. Mary's Medical Center (450 Stanyan Street, San Francisco) or Saint Francis Memorial Hospital (900 Hyde Street, San Francisco). Both St. Mary's Medical Center and Saint Francis Memorial Hospital are members of Dignity Health and patients who require additional care have access to outstanding programs offered at the Dignity Health hospitals located throughout the San Francisco Bay Area.

Interpreter services

Interpreter services are available for non-English speaking patients. Additionally, we have providers who speak Mandarin, Spanish, and German. 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.

Same-day care

Same-day primary care appointments are available by booking an appointment online at dhmf.org/sanfrancisco or calling your care center. Whenever possible, we'll work with you to find a same-day appointment with your primary care doctor.

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.

Walk-in services

Same day appointments may be available. Call your care center to find out the first available appointment time. If you experience a non-life threatening need after office hours, call your care center and the physician on call will assist you.

