

Need Care Today?

Choose from 3 Convenient Same-Day Options.

For conditions such as flu, colds, and sore throats, we offer same-day care. If your primary care provider is unavailable, you may be referred to one of our same-day care locations for non-emergency medical needs.

Online scheduling is available for both Express Primary Care and Urgent Care. You can also call to schedule an appointment at Express Primary Care—or walk in at Urgent Care. Open 7 days a week.

Express Primary Care

3980 Douglas Blvd., Ste. 110
Roseville, CA 95661
(916) 293-4400

Express Primary Care

8259 Laguna Blvd., Ste. 100
Elk Grove, CA 95758
(916) 691-8570

Urgent Care

3000 Q St.
Sacramento, CA 95816
(916) 733-3377



Prefer to schedule online?

Visit dignityhealth.org/get-care-today,
or scan the code to the right.



Your Patient-Centered Medical Home

Greater access and improved outcomes.



Patient-Centered Medical Home—the Basics

Mercy Medical Group is honored to be recognized by NCQA as a Patient-Centered Medical Home (or PCMH). Simply put, it is a strategy for keeping patients healthy proactively, instead of just treating them when they are sick. Preventive services like vaccination and cancer screening are emphasized. Ongoing medical conditions, such as diabetes, are monitored and managed. Your physician leads your care team to coordinate evidence-based care for all aspects of your health across the different care settings—outpatient, inpatient and nursing home, if necessary.



Your Health Care Team

Primary Care Physician (PCP): Leads the team and makes the important decisions

Advanced Practice Providers (APPs): Work alongside your PCP to diagnose, order treatments, and make referrals (APPs include Nurse Practitioners and Physician Assistants)

Medical Assistant: Your primary care physician’s “right hand”, prepares you for your office visit and helps arrange necessary services

Registered Nurse: Supports you care alongside your PCP, providing condition and medication information and guidance

Care Manager: Ensures your overall health care needs are met though community resources, coordination of services, education, and follow-up reminders

Specialized Patient Educator: Provides condition-specific and/or medication-specific instructions

Point of Service Staff: Coordinate administrative elements of your card, including scheduling, billing, and more

You, the patient, are also a key partner. You are at the center of this model dedicated to your general wellbeing.

Before Your Next Appointment

In order for your health care team to be effective, it is important for you to provide us certain critical pieces of information.

Help us care for you. Make sure we know:

- ☐ **Who you want as your primary care physician**
You may have chosen a PCP, but have found another provider you prefer. You can change your PCP when you check in for an appointment or by calling **(916) 379-2888**.
- ☐ **Any outside care you’ve received**
To help ensure well-coordinated care, please make sure your health care team is aware of any outside care or treatment you have received. Bring immunization records (including flu shots) and a list of questions with you to all visits. If you have had a screening, such as a mammogram or colonoscopy, please let your team know. Notification is not necessary if you are seeing a specialist within Mercy Medical Group.
- ☐ **All the medications you are taking**
We encourage you to bring in your current medications or bring a list, including medicine names and dosages, to your appointment. Please include both prescription and over the counter medications. If your medications are changed by a provider other than your PCP, please confirm that they have been notified of the change.

Additional Support

Find services and clinic location information at dignityhealth.org/mmg.

Patient Portal

My Portal by Dignity Health makes it easy to communicate with your doctor, review lab results, view upcoming appointments, and more. Enrollment is easy. Just ask one of our staff members to assist you, or call our support team at **(877) 621-8014**.

Advice Nurse Service

We offer a free advice nurse service for primary care patients (family medicine, internal medicine and pediatrics). If you have a medical concern, you should first call your PCP. If you are unable to reach your PCP, the caring registered nurses at Advice Nurse can provide confidential guidance and help you determine whether you should go to the emergency room, visit an urgent care clinic, or treat your symptoms at home. Advice Nurse is available 24 hours a day, 365 days a year at **(877) 944-1058**.

Online Scheduling and Video Visits

Mercy Medical Group also offers video visits, as well as online scheduling for many of our primary care and pediatric physicians, visit dignityhealth.org/book-mmg.

