

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 us at (650) 596-7000, or visit dhmf.org/sequoia. 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, where we 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/sequoia, 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, and your copayment.

Care center locations and hours

Belmont Care Center

1301 Shoreway Road, Suite 100
Belmont, CA 94002
(650) 596-7000

Office hours

Monday – Friday, 8 a.m. to 5 p.m.

Evening hours

Monday and Wednesday, 5 p.m. to 7 p.m.

San Carlos Care Center

1660 San Carlos Avenue
San Carlos, CA 94070
(650) 596-9085

Office hours

Monday – Friday, 8 a.m. to 5 p.m.



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.

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

Dignity Health Medical Group Sequoia does not accept cash or checks for payment. As a cashless service center, we only accept credit or debit cards for payment. Self-pay patients are given a discount for paying at the time of service.

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.

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

Interpreter services

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

If you experience a non-life threatening need after office hours (including evenings, and weekends), call your care center and the physician on call will assist you.

