



Welcome to Mercy Medical Group



Dignity Health®
Mercy Medical Group

A Service of Dignity Health Medical Foundation

Hello humankindness™

Welcome to Dignity Health

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Your partner in health

At Dignity Health Mercy Medical Group, we believe in the healing power of humankindness. One of the ways we put that belief into practice is to provide the resources you need, including more than 500 providers in 29 locations covering primary care and 45 specialties. Yet that only tells part of the story.

We believe exceptional care means listening and guiding as well as healing. Your relationship with your primary care physician is a valuable asset in the pursuit of health and life satisfaction. The best way to begin this relationship is by making a new patient appointment, in which you meet your new doctor and discuss your medical history and wellness goals.

This brochure is designed to be a useful reference, so hold onto it. Inside you’ll find basic guidance and resources for different medical situations that may occur.

Awards and recognitions

We’re proud to be recognized for delivering exceptional care and a high-quality patient experience. Mercy Medical Group has received the Integrated Healthcare Association (IHA) Excellence in Healthcare Award for six consecutive years and was ranked in the top 10% statewide for patient experience. Our commitment to heart health and chronic condition management has earned national recognition from the American Heart Association, including the Check. Change. Control. Cholesterol™ Gold Achievement Award, the Target: Type 2 Diabetes™ Gold recognition, and the Target: BP™ Gold+ Achievement Award, presented jointly by the AHA and the American Medical Association. This is also the tenth year in a row that Dignity Health Mercy Medical Group has been recognized by America’s Physician Groups, receiving Excellent Status in 2013 and Elite Status every year since 2014.

Patient-Centered Medical Home

Mercy Medical Group is also honored to be recognized by the National Committee for Quality Assurance (NCQA) as a Patient-Centered Medical Home. This approach focuses on keeping patients healthy—not just treating illness—with primary care physicians leading a dedicated care team that may include nurse practitioners, physician assistants, and other essential health professionals. Your care team works together to coordinate all aspects of your health across different care settings, including outpatient visits, hospital care, and nursing facilities if needed.



Care made convenient

Online scheduling

Mercy Medical Group offers the convenience of online scheduling for a number of our primary care physicians, pediatricians and OB/GYNs. To access online scheduling, visit dhmf.org/mercymedicalgroup, and click on the *Find a Doctor* button.

Virtual visits

Many non-urgent medical visits can be conducted through a virtual visit. Our virtual visits use live, secure, HIPAA compliant video technology, allowing a safe and convenient option for accessing high-quality care from home. Call your primary care physician's office to determine if an in-person or virtual visit is best suited for your care needs.

Advice nurse service

As an extension of our care, Mercy Medical Group provides free nurse advice services to our primary care patients (family medicine, internal medicine and pediatrics). If you have a health concern during regular business hours, please call our Connection Center at **(916) 733-3333**. Our team can help direct your call, connect you with a nurse or coordinate care with your provider's office. After hours, our 24-hour Advice Nurse Service is available toll-free at **(877) 944-1058**. A registered nurse can help you decide whether to visit the emergency room, go to a walk-in clinic, or manage your symptoms at home.

New patient welcome line

For patients new to Dignity Health, our New Patient Welcome Line is here to help you schedule appointments, set up your patient portal, complete paperwork and more. Please call **(916) 560-0319** to get started.



Getting started

Selecting a primary care physician

For routine checkups, or if you're not feeling well, schedule an appointment with your primary care physician's office. If you were not assigned a primary care physician (PCP) through your health plan, or would like to change your PCP, please call the number on the back of your Member ID card.

To find a new PCP, just visit us at dhmf.org/mercymedicalgroup and click on the *Find a Doctor* button to search and learn about our different providers. You can also call us at **(916) 379-2888**.

Primary care providers:

Family medicine and internal medicine providers are common types of primary care physicians. Family medicine doctors provide comprehensive health care to individuals of all ages, from infants to seniors, managing a wide range of medical conditions, while internal medicine doctors focus on the care of adults, typically specializing in complex medical diagnoses and chronic conditions.

Preparing for your first appointment

Showing up to your first doctor appointment prepared allows both you and your doctor to ask the right questions and leads to a more productive appointment.

- **Transfer your medical records** so our providers can understand your health history and serve you best going forward. Call your previous medical provider to see about obtaining your records or check their patient portal for an option to download them. You can also call your new provider to see if they will provide a *Release for Information* form. Once this form is completed, your new provider can request your medical records be sent directly to them.
- **Prepare a list of your medications**, including all prescription, over-the-counter (OTC) and allergy medications, vitamins, and supplements.
- **Gather recent test results and screenings, along with your immunization history.** Include any recent blood tests, your last mammogram, etc, and bring a list of approximate dates when you received your latest immunizations as an adult.
- **Know your family's health history.** Ask your family members about chronic illnesses, diseases and other health conditions.
- **Think about any current health concerns, symptoms, or questions you'd like to share.** This visit is an opportunity for your care team to get to know you, address any immediate needs, and plan follow-ups for ongoing concerns.

During your appointment

- **Learn about your ability to communicate with your provider online.** Ask to sign up with My Portal to access your health records, schedule appointments and more.
- **Request a Wellness Evaluation.** Ask your doctor if you need a physical to assess your current health condition(s).
- **Schedule your next visit.** Be proactive! Ask your doctor when you should see them next.

Schedule a virtual welcome experience

Dignity Health offers a virtual welcome experience for people new to our organization. Our Patient Access Team will help you understand your health profile and medical records, set up your My Portal app for access to your health records, schedule an appointment with a primary care provider, answer any additional questions that you may have, and more. Scan the code to get started or call **(916) 631-3707**.



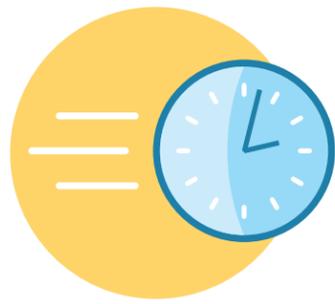
Same-day care

If you're not feeling well, Mercy Medical Group offers a variety of settings to get the care you need when you need it.

For same-day care during regular office hours, call your primary care physician's (PCP) office first before proceeding to a same-day care facility, as your primary care office may be able to get you in same-day. If your PCP is unable to see you, you may be referred to one of our same-day care locations. You can access care at any one of our partner urgent care locations if you are unable to see your doctor immediately or are too far away from our Urgent Care or Express Primary Care clinics. In the event that you need immediate or life-saving care, proceed to an emergency room, or call 911.



1 Contact your primary care team to see if they can offer same-day care, or for suggestions on how best to receive care.



2 Visit our same-day care locations: Express Primary Care or Urgent Care.



3 If you need medical attention due to risk of life or limb, go to the nearest Emergency Room.



Express Primary Care

Dignity Health introduces Express Primary Care, a new same-day care option offering comprehensive primary care designed to fit your schedule. Express Primary Care offers a full range of primary care services to meet your health care needs with an on-demand timeline:

- Same-day appointments
- Family and pediatric medicine
- Vaccinations and illness treatment
- Annual and sports physicals
- Follow-up care for chronic conditions

Urgent Care

Urgent care centers may offer X-ray, lab, and ultrasound services and can provide same-day care for these common conditions:

- Sprains, strains and minor broken bones
- Cuts and abrasions, including stitches
- Fever, colds, coughs, sore throats, pink eye, sinus problems and earaches
- Nausea, vomiting, diarrhea and minor abdominal pain
- Skin allergies and rashes, and insect and animal bites
- Minor asthma attacks
- Back pain and body aches

Emergency room

With four hospitals located throughout Sacramento, you're never far from emergency expertise. When you need medical care now and you don't feel safe to wait, go to the emergency room for:

- Any life-threatening condition
- Loss of consciousness
- Severe bleeding
- Difficulty breathing
- Chest pain or heart attack
- Head injury or other major trauma
- Stroke, weakness or numbness on one side
- Poisoning

Dignity Health Express Primary Care

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

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

Monday – Friday:
7 a.m. to 7 p.m.

Weekends and Holidays:
8 a.m. to 5 p.m.

Dignity Health Urgent Care

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

Monday – Friday:
7:30 a.m. to 6:30 p.m.

Weekends and Holidays:
8 a.m. to 3 p.m.

Walk-ins welcome and appointments also available.

Find our partner urgent care locations on page 6.

Dignity Health Hospitals

Mercy San Juan Medical Center
6501 Coyle Ave., Carmichael, CA 95608
(916) 537-5000

Mercy Hospital of Folsom
1650 Creekside Dr., Folsom, CA 95630
(916) 983-7400

Mercy General Hospital
4001 J St., Sacramento, CA 95819
(916) 453-4545

Methodist Hospital of Sacramento
7500 Hospital Dr.,
Sacramento, CA 95823
(916) 423-3000

Call or schedule same-day care online at dignityhealth.org/get-care-today.

Partner urgent care locations

We partner with urgent care clinics throughout the region to offer extended access to care where you need it. These urgent care clinics do not have records shared with our offices, so if you'd like your primary care physician to have access to these records, please request a record transfer at your visit.

Cameron Park

Jovive Urgent Care

4062 Flying C Rd.
(530) 332-2130

Carmichael

AIMS Urgent Care

5900 Coyle Ave., Ste. B
(916) 515-8855

Carbon Health Urgent Care

4156 Manzanita Ave.
(916) 248-8912

El Dorado Hills

MDSTAT Urgent Care

3860 El Dorado Hills Blvd., Ste. 601
(916) 941-9222

Elk Grove

AIMS Urgent Care

7811 Laguna Blvd., Ste. 161
(916) 909-2467

Elk Grove Urgent Care

9045 Bruceville Rd., Ste. 100
(916) 479-9110

Folsom

Carbon Health Urgent Care

1201 E. Bidwell St.
(916) 265-9665

Folsom Urgent Care

1600 Creekside Dr., Ste. 1400
(916) 984-8244

Granite Bay

Granite Bay Urgent Care

5290 Douglas Blvd., Ste. 102
916-570-7265

Lincoln

Lincoln Urgent Care

77 Lincoln Blvd., Ste 1.
9116-258-2751

Roseville

Carbon Health Urgent Care

701 Sunrise Ave.
(916) 265-9660

MDSTAT Urgent Care

851 Pleasant Grove Blvd., Ste. 110
(916) 773-9222

Sacramento

AIMS Urgent Care

391 Howe Ave.
(916) 285-5300

Carbon Health Urgent Care

4112 E. Commerce Wy.
(916) 389-2725

MD Urgent Care

1140 Exposition Blvd. Ste. 700
(916) 333-2542

Natomas Urgent Care

4321 Truxel Rd.
916-947-9110

Pediatric Urgent Care of Sacramento

7601 Hospital Dr., Ste. 101
(916) 682-7777

Sacramento Urgent Care

7200 S. Land Park Dr., Ste. 100
(916) 422-9110

Quest Diagnostics lab services

Mercy Medical Group accesses the network of outpatient labs operated by Quest Diagnostics. All Quest Diagnostics laboratory facilities are accredited by the College of American Pathology (CAP) and provide the same high level of care for outpatient services as is offered to patients in the hospital. If there is not a Quest Diagnostics lab in the Mercy Medical Group location where you are seeking treatment, there will be a lab nearby. For more information and to make an appointment visit [QuestDiagnostics.com](https://www.questdiagnostics.com).

Cameron Park

3450 Palmer Dr., Ste. 7B-7
(530) 676-9273

Carmichael

6555 Coyle Ave., Ste. 160 ✨
(916) 962-3991

6620 Coyle Ave., Ste. 100
(916) 961-1173

7423 Fair Oaks Blvd.

(916) 483-2037

Citrus Heights

7115 Greenback Ln. ✨
(279) 321-1094

Davis

1411 W Covell Blvd., Ste. 102
(530) 902-4932

El Dorado Hills

4987 Golden Foothill Pkwy.,
Ste. 200
(916) 413-5202

Elk Grove

9281 Office Park Cir., Ste. 120
(916) 683-7062

Fair Oaks

5265 Sunrise Blvd.
(916) 961-6182

Folsom

1600 Creekside Dr., Ste. 1100
(916) 984-8032

1750 Prairie City Rd., Ste. 100
(916) 351-8105

Gold River

2180 Golden Center Ln., Ste. 50
(916) 638-1858

Rocklin

2220 Sunset Blvd.
(916) 415-9362

Roseville

151 N. Sunrise Ave., Ste. 711
(279) 900-7440

1420 E. Roseville Pkwy., Ste. 120
(279) 900-7441

8690 Sierra College Blvd., Ste. 120
(916) 788-0288

Sacramento

2288 Auburn Blvd., Ste. 103
(916) 641-6693

65 University Ave., Ste. G6
(279) 321-1093

7248 S Land Park Dr., Ste. 120
(916) 392-4545

6029 Florin Rd., Ste. 100
(916) 428-3832

3941 J St., Ste. 100 ✨
(916) 452-1863

8191 Timberlake Way, Ste. 300
(916) 405-6008

1315 Alhambra Blvd., Ste. 110
(866) 697-8378

3270 Arena Blvd., Ste. 505
(279) 200-2525

West Sacramento

2101 Stone Blvd., Ste. 170
(279) 321-1096

Woodland

1837 E. Gibson Rd., Ste. C
(530) 220-9994



✨ Dignity Health locations

Dignity Health Advanced Imaging

Conveniently located throughout the Sacramento region, Dignity Health Advanced Imaging partners with Mercy Medical Group to provide great choice and flexibility with access to leading-edge diagnostic imaging services.

Diagnostic X-ray services are provided within Mercy Medical Group clinics at the following locations:

- Carmichael – Mercy Physicians Plaza
- Citrus Heights
- El Dorado Hills
- Elk Grove – Big Horn
- Folsom – Specialty Care
- Midtown
- Natomas

Learn more about Dignity Health Advanced Imaging at dhmf.org/AdvancedImaging.



Advanced Imaging Centers

Carmichael

6305 Coyle Ave.
(916) 535-2000
 Services: 3D Mammography, Breast MRI, CT, Fluoroscopy, PET/CT, Ultrasound, Wide-Bore MRI, X-Ray
 Interventional Radiology

Elk Grove

8220 Wymark Dr., Ste. 101
(916) 667-0750
 Services: 3D Mammography, Breast Biopsies/Cyst Aspirations, Breast Ultrasound, CT, DEXA-Bone Densitometry, MRI, Ultrasound, X-Ray

Folsom

1635 Creekside Dr., Ste. 100
(916) 986-5200
 Services: CT, MRI

1625 Creekside Dr., Ste. 101
(916) 986-5200
 Services: 3D Mammography, Breast Biopsies/Cyst Aspirations, Breast Ultrasound, DEXA-Bone Densitometry, Ultrasound, X-Ray

1050 Iron Point Rd.
(916) 986-5230

Services: Breast Biopsies/Cyst Aspiration, Breast Ultrasound, Ultrasound, X-Ray, 3T MRI, CT

Roseville

2110 Professional Dr., Ste. 190
(916) 771-1450

Services: CT, Fluoroscopy, MRI, Nuchal Translucency, Ultrasound, X-Ray

Women's Imaging Center

1380 Lead Hill Blvd., Ste. 100
(916) 535-2030

Services: 3D Mammography, Automated Breast Ultrasound, Breast Localizations, Breast Ultrasound, Stereotactic Breast Biopsy, US Breast Biopsies/Cyst Aspirations, DEXA-Bone Densitometry

Sacramento

3301 C St., Ste. 500
(916) 556-3300

Services: CT, Fluoroscopy, MRI, Nuchal Translucency, Ultrasound, X-Ray

Services by location

	Cameron Park	Carmichael - Mercy Cancer Center	Carmichael - Mercy Physicians Plaza	Citrus Heights	East Sacramento - Mercy Medical Plaza	El Dorado Hills	Elk Grove - Big Horn	Elk Grove - Wymark	Folsom - Creekside	Folsom - Iron Point	Folsom - OB/GYN	Folsom - Primary Care	Folsom - Specialty Care	Gold River	Midtown	Natomas	Rocklin	Roseville	Sacramento - Behavioral Health	Sacramento - Mercy Cancer Center	South Sacramento	
Allergy																						
Audiology																						
Behavioral Health																						
Cardiology																						
Cardiothoracic Surgery																						
Dermatology																						
Diabetes & Nutrition Services																						
Endocrinology																						
Family Medicine																						
Gastroenterology																						
General Surgery																						
Geriatrics																						
Gynecologic Oncology																						
Hematology/Oncology																						
Infectious Disease																						
Infusion Services																						
Internal Medicine																						
Nephrology																						
Neurology																						
Neurosurgery																						
Obstetrics & Gynecology																						
Occupational Medicine																						
Ophthalmology																						
Optometry																						
Orthopedics/Sports Medicine																						
Otolaryngology (ENT)																						
Pain Management																						
Pediatrics																						
Physical Medicine & Rehab																						
Plastic Surgery																						
Podiatry																						
Psychiatry																						
Pulmonology/Critical Care																						
Radiation Oncology																						
Rheumatology																						
Thoracic Surgery																						
Surgical Oncology																						
Urology																						
Vascular/Endovascular Surgery																						

Our locations

Cameron Park

- 1 CAMERON PARK
3427 Robin Ln., Ste. 100
(530) 676-7337

Carmichael

- 2 CARMICHAEL – MERCY CANCER CENTER
6511 Coyle Ave.
Hematology Oncology, Thoracic Surgery
(916) 735-4668

Gynecologic Oncology

Radiation Oncology
(916) 863-8700

- 3 CARMICHAEL – MERCY PHYSICIANS PLAZA
6555 Coyle Ave.
(916) 733-3333

- 4 MERCY SAN JUAN MEDICAL CENTER
6501 Coyle Ave.
(916) 537-5000

Citrus Heights

- 5 CITRUS HEIGHTS
7115 Greenback Ln.
(916) 536-3500

El Dorado Hills

- 6 EL DORADO HILLS
1264 Hawks Flight Ct., Ste. 100
(916) 939-8400

Elk Grove

- 7 ELK GROVE – BIG HORN
9394 Big Horn Blvd.
(916) 691-8500

- 8 ELK GROVE – WYMARK
8220 Wymark Dr.
(916) 667-0600

- 9 EXPRESS PRIMARY CARE
8259 Laguna Blvd., Ste. 100
(916) 691-8570

Folsom

- 10 FOLSOM – CREEKSIDE
1561 Creekside Dr.
Specialty Care
Ste. 170, (916) 351-4825

- 11 FOLSOM – IRON POINT
1050 Iron Point Rd.
Folsom, CA 95630
(916) 986-5224

- 12 FOLSOM – OB/GYN
1735 Creekside Dr.
(916) 983-3500

- 13 FOLSOM – PRIMARY CARE
1700 Prairie City Rd.
(916) 351-4800

- 14 FOLSOM – SPECIALTY CARE
1730 Prairie City Rd.
(916) 351-4800

- 15 MERCY HOSPITAL OF FOLSOM
1650 Creekside Dr.
(916) 983-7400

Gold River

- 16 GOLD RIVER
2200 Sunrise Blvd.
Plastic Surgery
Ste. 250 (916) 536-2400

Rancho Cordova

- 17 RANCHO CORDOVA CHILDREN'S CENTER
9837 Folsom Blvd., Ste. F
(916) 450-2600

Rocklin

- 18 ROCKLIN
550 W. Ranch View Dr., Ste. 3000
(916) 409-1400

Roseville

- 19 ROSEVILLE
2110 Professional Dr., Ste. 120
(916) 536-2500

- 20 EXPRESS PRIMARY CARE
3980 Douglas Blvd., Ste. 110
(916) 293-4400

Sacramento

- 21 CHILDREN'S CENTER SOUTH
6615 Valley Hi Dr., Ste. A
(916) 450-2650

- 22 EAST SACRAMENTO MERCY MEDICAL PLAZA
3939 & 3941 J St.
Cardiac Surgery
Ste. 270, (916) 733-6850

Cardiology
Ste. 230, (916) 453-2640
Ste. 260, (916) 736-2323

Electrophysiology
Ste. 350, (916) 453-2500

Nuclear Department
Ste. 364, (916) 453-2669

- 23 SACRAMENTO – MERCY CANCER CENTER
3301 C St., Ste. 550
Radiation Oncology
(916) 556-3131

Infusion, Hematology, Oncology
(916) 733-5300

Surgical Oncology
(916) 733-2900

- 24 MERCY GENERAL HOSPITAL
4001 J St.
(844) 934-0300

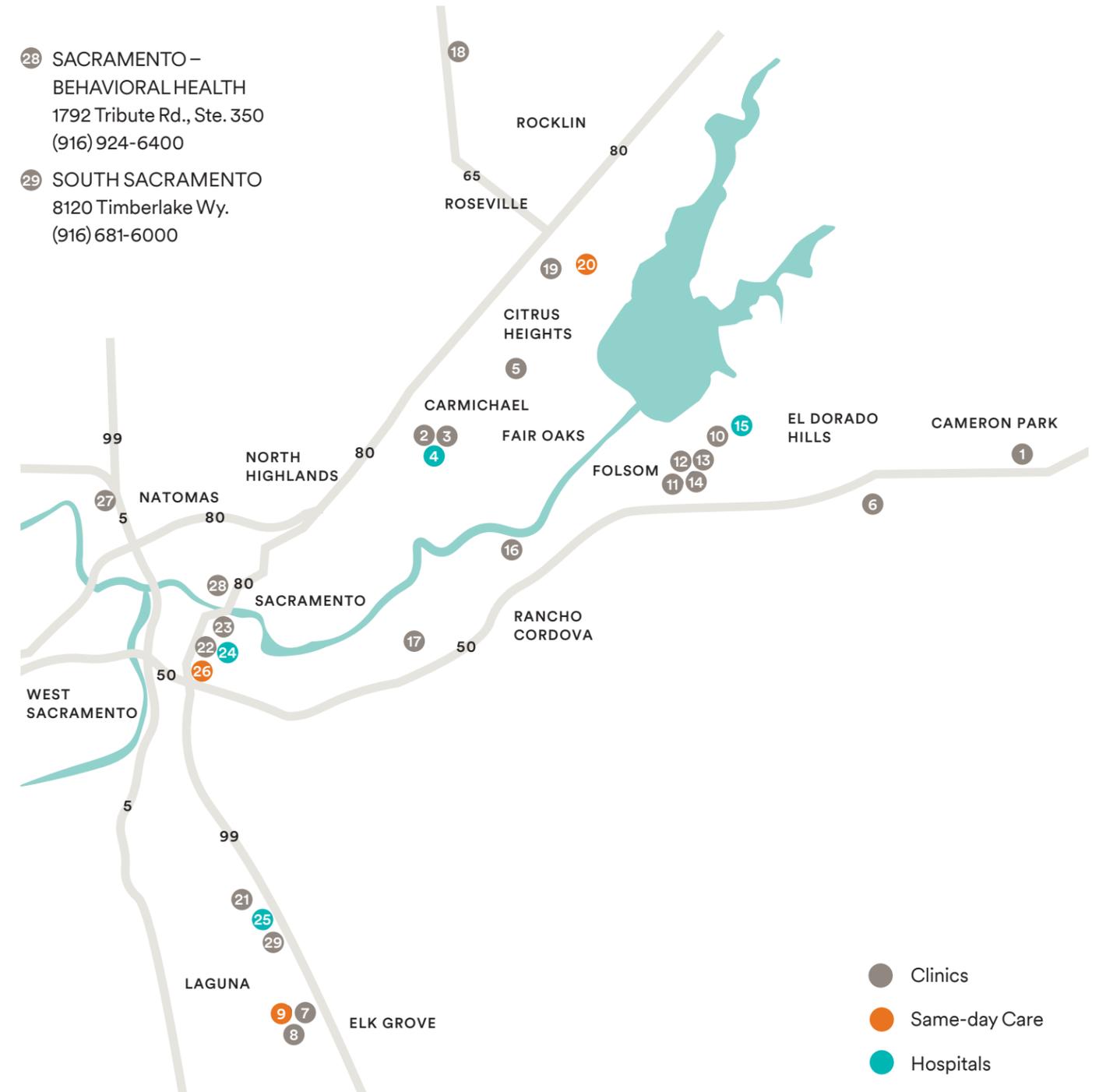
- 25 METHODIST HOSPITAL OF SACRAMENTO
7500 Hospital Dr.
(844) 230-1873

- 26 MIDTOWN
3000 Q St.
(916) 733-3333

- 27 NATOMAS
4400 Duckhorn Dr., Ste. 100
(916) 575-8000

- 28 SACRAMENTO – BEHAVIORAL HEALTH
1792 Tribute Rd., Ste. 350
(916) 924-6400

- 29 SOUTH SACRAMENTO
8120 Timberlake Wy.
(916) 681-6000





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