



Welcome to Woodland Clinic



Dignity Health.
Woodland Clinic

A Service of Dignity Health Medical Foundation

Hello humankindness®

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Your partner in health

At Dignity Health Woodland Clinic, 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 access to more than 150 providers in Woodland and Davis, covering primary care and nearly 30 specialties. But that only tells part of the story.

We’ve been caring for the community since 1911, and we believe exceptional care means listening and guiding as well as healing. Your relationship with your primary care physician is a valuable part of your long-term health and overall well-being. The best way to begin this relationship is by making a new patient appointment—an opportunity to meet your provider and discuss your medical history and wellness goals.

This booklet is designed to be a helpful reference, so hold onto it. Inside you’ll find basic guidance and resources for a variety of medical situations that may arise.

Awards and recognition

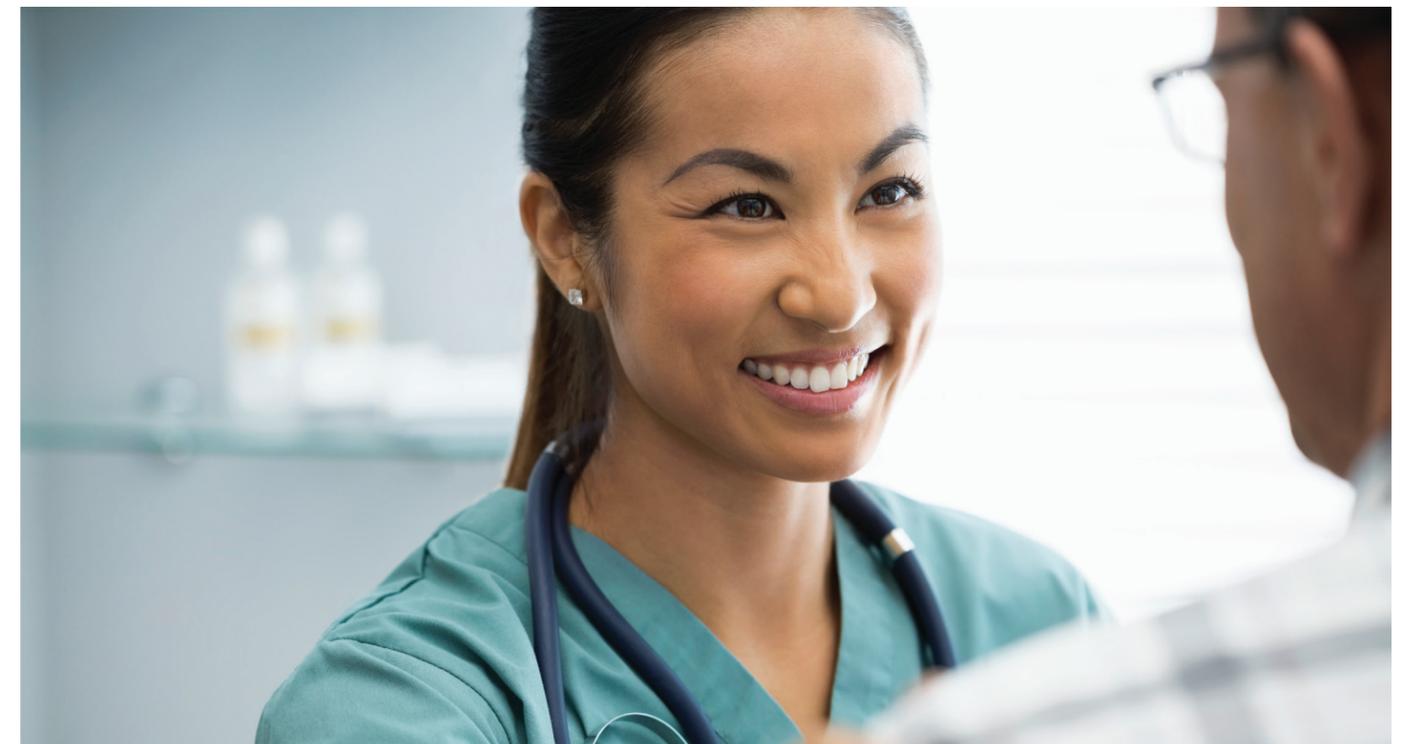
Dignity Health Woodland Clinic has been awarded Elite Status



from America’s Physician Groups (APG), the nation’s leading professional

association for accountable physician groups. The medical group is one of just 70 organizations nationally to achieve Elite Status (the highest recognition) in 2023. Elite Status is earned through participation in APG’s Standards of Excellence Survey, which evaluates the coordinated care infrastructure and value-based care performance of the organization’s physician group members.*

*APG: The largest physician association in the country including more than 180 groups and independent practices across 29 states.



Selecting a primary care physician



If you were 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. Finding a new PCP is easy, just visit us at [DHMF.org/Woodland](https://www.dhmf.org/Woodland) or call us at **(916) 379-2888**.

Enroll in My Portal—Dignity Health’s patient portal

My Portal makes it easier than ever to securely communicate with your health provider and access or update important personal information. With the patient portal, you can:

- Search for providers and schedule appointments with ease
- Add appointments to your personal calendar and share with family members
- Access your medical records, test results and medication lists from all Dignity Health locations
- Send email messages to your providers directly
- Access online bill pay

Self-enrollment is easy. Simply visit [DignityHealth.org/my-portal](https://www.dignityhealth.org/my-portal) and fill out your information. To verify, use your medical record number. For assistance, please contact our support team at **(844) 274-8497**. Self-enrollment is not available for guardians, caregivers or patients under the age of 18 years.



Have a smartphone?
Download the [My Portal by Dignity Health](#) app from the App Store or Google Play.

Transferring your records

Transferring your medical records is an important step for our providers to 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.

Preparing for your first appointment



Showing up to your first appointment prepared allows both you and your medical provider to ask the right questions and leads to a more productive appointment. The following are ways to prepare yourself before your first appointment.

- Make sure to get a copy of your medical records.
- Prepare a list of your medications. Be sure to include all prescription, over-the-counter (OTC) and allergy medications, vitamins and supplements.
- Gather results from recent tests and screenings, including any recent blood tests, your last mammogram, etc.
- Know your family’s health history. Ask your family members about chronic illnesses, diseases and other health conditions.
- Know your immunization history, including approximate dates when you received your latest immunizations as an adult.
- Bring a list of your health concerns, including symptoms or questions you may have.

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.
- 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, and answer any additional questions that you may have. Scan the code to get started or call **(916) 631-3707**.



Know where to get care

When you're not feeling well—or if you're due for a routine checkup—Woodland Clinic offers a variety of settings to get the care you need when you need it.

Primary care

For routine checkups, or if you're not feeling well, schedule an appointment with your primary care physician's office.

Same-day care

For conditions such as colds, the flu and sore throats, our primary care providers offer the convenience of same-day appointments. If your PCP or their care team is unable to see you, you may be referred to our Dignity Health Urgent Care in East Woodland.

Urgent care

Urgent care may offer x-ray and lab 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, sinus problems and earaches
- Nausea, vomiting, diarrhea and minor abdominal pain
- Skin allergies and rashes
- Insect and animal bites
- Minor asthma attacks
- Pink eye
- Back pain and body aches

Emergency Room

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
- Stroke, weakness or numbness on one side
- Head injury or other major trauma
- Poisoning

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.

Online scheduling

Woodland Clinic 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/woodland, and click on the **Find a Doctor** box.

Unexpected care situations

Urgent care

To seek same-day care during regular office hours, call your primary care physician's office first before proceeding to an urgent care facility. They may be able to see you more quickly. If you cannot be seen in your doctor's office, our East Woodland Clinic Urgent Care Center offers same-day treatment for non-emergency illnesses and minor injuries.

Dignity Health Urgent Care
2081 Bronze Star Dr.
Woodland, CA 95776
(530) 668-2600

Open 363 days a year, closed on Thanksgiving and Christmas Day
Monday–Friday: 9 a.m. to 8 p.m.
Weekends and Holidays: 8 a.m. to 5 p.m.

Advice Nurse

As an extension of our care, Woodland Clinic provides free advice from experienced nurses for our primary care patients (family medicine, internal medicine and pediatrics). If you have a health concern outside of business hours, a caring registered nurse can provide confidential guidance and help you determine whether to go to the emergency room, visit urgent care or treat your symptoms at home. Our free Advice Nurse Service is available 24 hours a day, 365 days a year at **(833) 297-8957**.



Dignity Health Advanced Imaging

Dignity Health Advanced Imaging partners with Woodland Clinic to offer high-quality diagnostic imaging services at several convenient outpatient locations in Woodland and Davis. While Woodland Memorial Hospital also offers advanced imaging services, DHAI in the Woodland area focuses on outpatient diagnostic imaging only, as outlined below.

Our radiologists are board-certified and fellowship-trained in specialties such as:

- Abdominal imaging (MRI, ultrasound, CT)
- Magnetic resonance imaging (MRI)
- Neuroradiology (diagnostic and interventional)
- Interventional and cardiovascular radiology
- Nuclear medicine / PET imaging
- Breast imaging
- Musculoskeletal and sports medicine imaging
- Pediatric imaging



Outpatient Imaging Locations

Diagnostic Imaging – East Woodland

2081 Bronze Star Drive, Woodland, CA 95776
Services: 3D Mammography, X-Ray

Diagnostic Imaging – Woodland

632 W. Gibson Road, Woodland, CA 95695
Services: Breast Ultrasound, 3D Mammography, Breast Localizations, Stereotactic Breast Biopsy, Ultrasound-Guided Breast Biopsies/Cyst Aspirations, X-Ray

Diagnostic Imaging – Davis

2330 W. Covell Boulevard, Davis, CA 95616
Services: X-Ray

To schedule an appointment at any of the above locations, call **(530) 668-2632**.

Advanced Imaging at Woodland Memorial Hospital

Advanced imaging services such as MRI, CT, and Ultrasound are available at Woodland Memorial Hospital.

To schedule hospital-based imaging, call **(530) 669-5336**

Option 1: Radiology/CT

Option 2: MRI/Ultrasound

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

Services by location

	Woodland – Primary and Specialty Care	Woodland – Behavioral Health	Woodland – Specialty Care	Woodland – Cancer Care	Woodland – East Woodland	Davis – Primary Care	Davis – Specialty Care
Allergy	■						■
Audiology			■				■
Behavioral Health		■					
Cardiology	■						■
Dermatology	■						■
Endocrinology	■						
Family Medicine					■	■	
Gastroenterology			■				
General Surgery			■				
Hematology				■			
Infectious Disease	■						
Internal Medicine	■						
Neurology	■						■
Obstetrics & Gynecology			■				
Occupational Health					■		
Oncology				■			
Ophthalmology			■				
Optometry			■				
Orthopedics	■						
Otolaryngology (ENT)			■				■
Pain Management	■						
Pediatrics	■				■		
Podiatry	■						
Pulmonology	■						
Rheumatology	■						■
Sleep Medicine	■						
Urgent Care					■		
Urology			■				
Wound Care			■				

Patient resources

Below are important phone numbers and websites that might be useful in managing your health care.

By phone

Woodland Clinic Contact Center

For any clinic-related needs including appointments, scheduling, contacting your doctor, questions about care, and more, call **(530) 668-2600**.

We offer convenient hours, 7 days a week:

Weekdays: 6:00 am - 7:30 pm | Weekends: 7:30 am - 4:30 pm

Billing and Insurance

Billing questions: **(530) 668-2670** or **(866) 350-6339**

Member Services (referrals, transportation assistance, patient advocacy): **(530) 650-0986**

Referrals and Authorizations Customer Service: **(888) 858-8307**

Imaging and Urgent Care

Dignity Health Advanced Imaging: **(530) 668-2632**

Dignity Health Urgent Care: **(530) 668-2600**

24/7 Nurse Advice Line: **(833) 297-8957**

Available 24 hours a day, 365 days a year for primary care patients (family medicine, internal medicine, and pediatrics).

During regular business hours, call the Contact Center first at **(530) 668-2600**.

My Portal Support

Technical help with your patient portal: **(844) 274-8497**

Online resources

Find a Doctor

Visit dhmf.org/woodland and click "Find a Doctor" to search by name, specialty, or location.

Patient Information

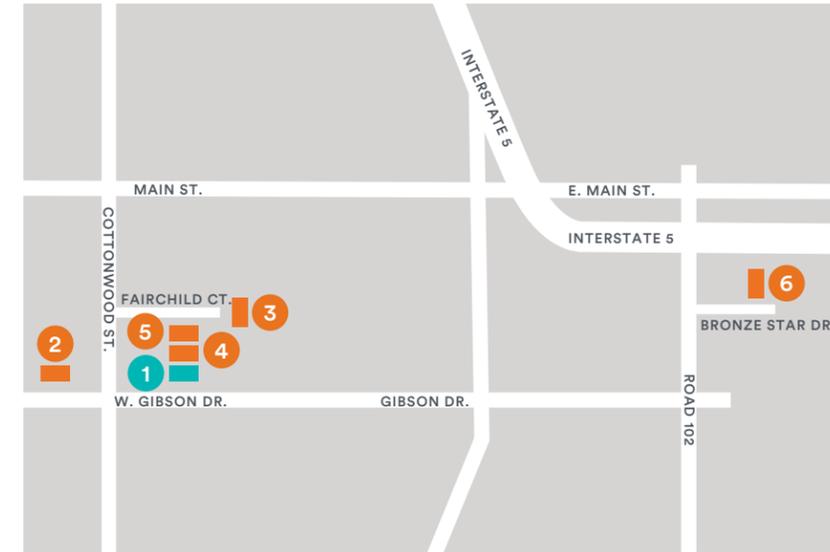
Visit dhmf.org/woodland and select "Patient Resources" for:

- Insurance accepted
- Billing and payment options
- New patient information
- Phone directory
- Referrals and authorizations

Lab Services

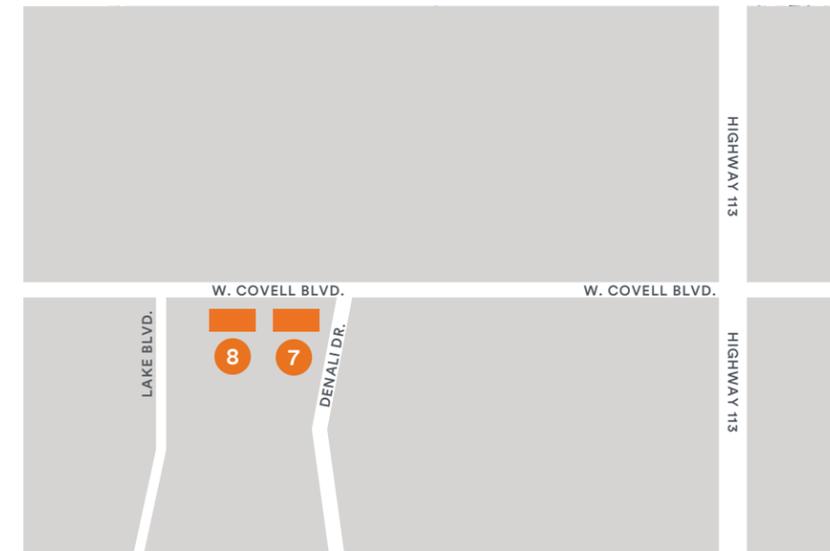
Visit QuestDiagnostics.com to find locations, schedule lab visits, and view results.

Locations



Woodland

- 1 HOSPITAL**
1325 Cottonwood St.
Woodland, CA 95695
- 2 PRIMARY & SPECIALITY CARE**
632 W. Gibson Rd.
Woodland, CA 95695
- 3 BEHAVIORAL HEALTH**
1207 Fairchild Ct.
Woodland, CA 95695
- 4 SPECIALTY CARE**
1321 Cottonwood St.
Woodland, CA 95695
- 5 CANCER CARE**
515 Fairchild Ct.
Woodland, CA 95695
- 6 PRIMARY & URGENT CARE**
2081 Bronze Star Dr.
Woodland, CA 95776



Davis

- 7 PRIMARY CARE**
2330 W. Covell Blvd.
Davis, CA 95616
- 8 SPECIALTY CARE**
2440 W. Covell Blvd.
Davis, CA 95616

To reach any of our locations in Woodland and Davis, please call **(530) 668-2600**.



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