



Welcome to Mercy Medical Group



Dignity Health®
Mercy Medical Group

A Service of Dignity Health Medical Foundation

Hello humankindness®

Welcome to Mercy Medical Group

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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 300 providers in 26 locations covering primary care and 40 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.

Patient-Centered Medical Home

Mercy Medical Group is honored to be recognized by NCQA as a Patient-Centered Medical Home (or PCMH). What does that mean? Simply put, it is a strategy for keeping patients healthy instead of just treating them when they are sick. It features primary care physicians who lead your care team, which is comprised of nurse practitioners and physician assistants (otherwise known as advanced practice providers), and other essential medical professionals. This care team will coordinate care for all aspects of your health across the different care settings—outpatient, inpatient and nursing home, if necessary.

Awards and recognition



Excellence in
Healthcare from
Integrated Healthcare

Association (IHA) for delivering
high quality, affordable care to
California consumers

Repeat IHA “Quality Performer”
award winner¹

Awarded Elite status for
outstanding quality care by the
America’s Physician Groups (APG)
Standards of Excellence Survey
(repeat winner 2013–2021)²

2021: American Medical
Association (AMA) Joy in Medicine
Health System Recognition Program
award – Mercy Medical Group³

¹IHA: A nonprofit statewide leadership group promoting quality improvement, accountability and affordable health care in California.

²APG: The largest physician association in the country including more than 180 groups and independent practices across 29 states.

³AMA: The largest and only national association that convenes 190+ state and specialty medical societies and other critical stakeholders.



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/dhmmg or call us at (916) 379-2888.

Enroll in *My Care*—Dignity Health's patient portal

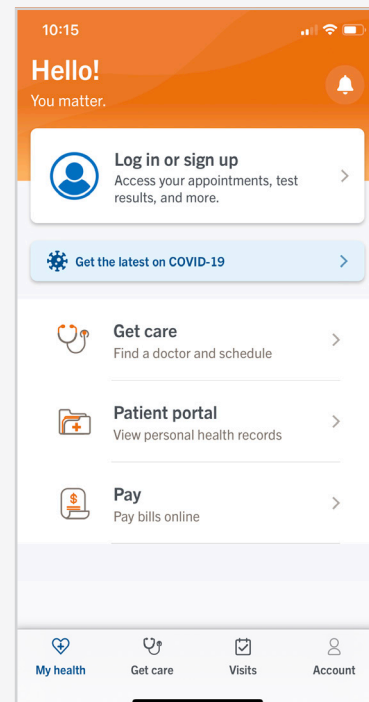
My Care makes it easier than ever to securely communicate with your health provider and access or update important personal information. With the patient portal, you can:

- 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/Enroll-Now and fill out your information. To verify, use your medical record number. For assistance, please contact our support team at (877) 621-8014. Self-enrollment is not available for guardians, caregivers or patients under the age of 18 years.



Have a smartphone?
Download the **My Care by Dignity Health** app from the App Store or Google Play.



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. 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 have.

During your appointment:

- Learn about your ability to communicate with your provider online. Ask to sign up with *My Care* 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.

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.

Know where to get care

When you're not feeling well—or if you're due for a routine checkup—Mercy Medical Group 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 one of our partnering 13 urgent care locations, or our Midtown Walk-In Clinic.

Urgent care/Walk-In Clinic

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, 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.

Access 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, you should call your doctor. If you need confidential guidance after hours, our caring professional registered nurses can help you determine whether to go to the emergency room, visit a walk-in clinic, or treat your symptoms at home. Our Access Nurse Service is available toll-free 24 hours a day, 365 days a year at **(877) 944-1058**.

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/dhmmg, and click on the *Schedule an Appointment* box.

Urgent care centers

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. Mercy Medical Group also contracts with urgent care centers throughout Greater Sacramento. You can access care at any one of them if you are unable to see your doctor immediately or are too far away from our Walk-in Clinic. Most urgent care centers are open 9 a.m. to 9 p.m.

Cameron Park

RapidCare Walk-in Medical Group
4062 Flying C Rd., Suite 41
(530) 676-8234

Carmichael

MED7 Urgent Care Center
4156 Manzanita Ave.
(916) 488-6337

El Dorado Hills

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

Elk Grove

Elk Grove Urgent Care
9045 Bruceville Rd., Ste. 100
(916) 479-9110

Fair Oaks

MDSTAT Urgent Care
4948 San Juan Ave.
(916) 966-6287

Folsom

Urgent Care Center of Folsom
1600 Creekside Dr., Ste. 1400
(916) 984-8244

MED7 Urgent Care Center

1201 E. Bidwell St.
(916) 920-6337

Roseville

MED7 Urgent Care Center
701 Sunrise Ave.
(916) 772-6337

MDSTAT Urgent Care

851 Pleasant Grove Blvd., Ste. 110
(916) 773-2299

Sacramento

MED7 Urgent Care Center
4112 E. Commerce Wy.
(916) 447-6337

MDSTAT Urgent Care

391 Howe Ave.
(916) 678-5280

Pediatric Urgent Care of Sacramento

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

Sacramento Urgent Care

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

Mercy Medical Group Midtown Walk-in Clinic

If you cannot be seen in your doctor's office, we offer same-day care at the Walk-in Clinic at our Midtown location.

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

Monday through Friday
7 a.m. to 7 p.m.

Weekends and Holidays
8 a.m. to 4 p.m.

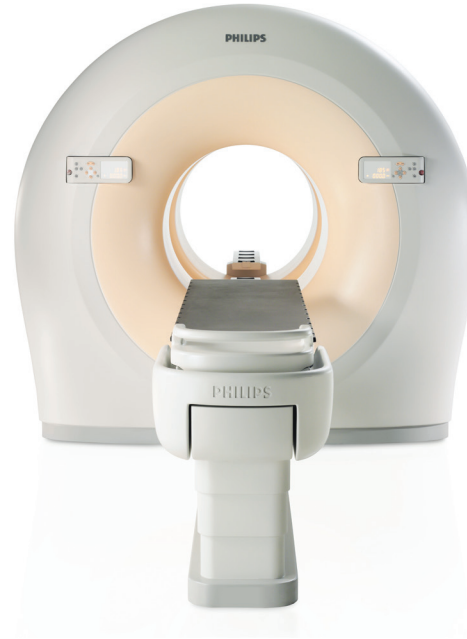
Dignity Health Advanced Imaging

Conveniently located throughout Greater Sacramento, 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:

- Citrus Heights
- El Dorado Hills – Hawks Flight
- Elk Grove – Big Horn
- Folsom – Specialty Care
- Midtown
- Natomas
- San Juan – Mercy Physicians Plaza

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



Dignity Health Advanced Imaging Locations

Carmichael

6305 Coyle Ave., Carmichael

Elk Grove

8220 Wymark Dr., Ste. 101, Elk Grove

Folsom 1

1635 Creekside Dr., Ste. 100, Folsom

Folsom 2

1625 Creekside Dr., Ste. 101, Folsom

Roseville

2110 Professional Dr., Ste. 190, Roseville

Roseville

1380 Lead Hill Blvd., Ste. 100, Roseville

Sacramento

3301 C St., Ste. 500, Sacramento

To schedule an appointment, call (916) 434-7600.

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.

Cameron Park

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

Carmichael

5811 Jameson Ct.
(916) 972-7048

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. ✨
(916) 547-5909

Davis

635 Anderson Rd., Ste. 3
(530) 753-2825

2330 W. Covell Blvd. ✨
(530) 758-2906

El Dorado Hills

4987 Golden Foothill Pkwy.
Ste. 200
(916) 934-0819

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

1300 E. Bidwell St., Ste. 150
(916) 983-3203

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
(916) 781-3031

1420 E. Roseville Pkwy., Ste. 120
(916) 781-0644

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

Sacramento

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

Sacramento (continued)

65 University Ave., Ste. G6
(916) 648-0426

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

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

5025 J St., Ste. 103
(916) 457-6783

3941 J St., Ste. 100 ✨
(916) 452-1863

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

3000 Q St., 1st Floor ✨
(916) 454-1305

3270 Arena Blvd., Ste. 505
(916) 285-0225

West Sacramento

2101 Stone Blvd., Ste. 170
(916) 372-3475

Woodland

1837 E. Gibson Rd., Ste. L
(530) 661-9599

632 W. Gibson Rd. ✨
(530) 666-7941

✨ Mercy Medical Group clinic

Patient resources

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.

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

By phone

Advice Nurse: (877) 944-1058

Our Advice Nurse service is available toll-free 24 hours a day, 365 days a year for primary care patients (family medicine, internal medicine and pediatrics).

Behavioral Health: (916) 924-6400

Or call your insurance company for alternative behavioral health providers.

Billing/Customer Service: (866) 803-1774

Dignity Health Advanced Imaging centralized scheduling: (916) 733-3301

Member Services: (916) 379-2888

Member Services offers assistance to patients including referral questions, transportation options, patient advocacy and more.

My Care support team: (877) 621-8014

Online

Find a Doctor

Visit dhmf.org/dhmmg and click on the *Find a Doctor* button on the top right of the home page to search and learn about our different providers.

Patient resources

Visit dhmf.org/dhmmg and click on *Patient Resources* for details including insurance accepted, billing, new patient information, phone directory, referrals and authorizations and more.

Laboratory services

Visit dhmf.org/dhmmg then *Patient Resources* then *Laboratory Services*, or simply go to QuestDiagnostics.com.

Services by location

	Behavioral Health – Expo	Cameron Park	Carmichael – Cardiology	Citrus Heights	El Dorado Hills – Hawks Flight	Elk Grove – Big Horn	Elk Grove – Wymark	Fair Oaks	Folsom – Cardiology	Folsom – Creekside	Folsom – OB/GYN	Folsom – Primary Care	Folsom – Specialty Care	Gold River	Grass Valley – Catherine Lane	Mercy Cancer Center – C Street	Mercy Cancer Center – Coyle	Mercy Medical Plaza	Midtown	Natomas	Rocklin	Roseville	San Juan – Mercy Physicians Plaza	Timberlake
Allergy				■		■							■											
Audiology						■													■					■
Behavioral Health	■			■		■							■									■	■	■
Cardiology		■	■			■			■	■			■		■			■	■			■		■
Cardiovascular Surgery																		■						
Dermatology				■	■		■												■					
Diabetes & Nutrition Services				■		■													■					
Endocrinology				■		■							■						■					
Family Medicine				■	■	■	■	■				■							■	■	■	■		
Gastroenterology							■			■			■						■					■
General Surgery							■						■			■			■					■
Geriatrics				■			■												■				■	
Gynecologic Oncology																■								■
Hematology/Oncology						■							■			■						■		■
Infectious Disease																		■						
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																■			■					■
Urgent Care /Walk in Care																			■					
Urology																			■					■
Vascular/Endovascular Surgery																			■					■

Our locations

- 1 BEHAVIORAL HEALTH – EXPO
1792 Tribute Rd., Ste. 350
Sacramento, CA 95815
(916) 924-6400
- 2 CAMERON PARK
3427 Robin Ln., Ste. 100
Cameron Park, CA 95682
(530) 676-7337
- 3 CARMICHAEL – CARDIOLOGY
6401 Coyle Ave.
Ste. 410/416
Carmichael, CA 95608
(916) 966-3501
- 4 CITRUS HEIGHTS
7115 Greenback Ln.
Citrus Heights, CA 95621
(916) 733-3333
- 5 EL DORADO HILLS –
HAWKS FLIGHT
1264 Hawks Flight Ct., Ste. 100
El Dorado Hills, CA 95762
(916) 939-8400
- 6 ELK GROVE – BIG HORN
9394 Big Horn Blvd.
Elk Grove, CA 95758
(916) 691-8500
- 7 ELK GROVE – WYMARK
8220 Wymark Dr.
Elk Grove, CA 95757
(916) 667-0600
- 8 FAIR OAKS
8001 Madison Ave.
Citrus Heights, CA 95610
(916) 536-2420
- 9 FOLSOM – CARDIOLOGY
1580 Creekside Dr., Ste. 250
Folsom, CA 95630
(916) 984-5318
- 10 FOLSOM – CREEKSIDE
1561 Creekside Dr.
Specialty Care, Ste. 170
Pediatrics, Ste. 150
Folsom, CA 95630
(916) 351-4825
- 11 FOLSOM – OB/GYN
1735 Prairie City Rd.
Folsom, CA 95630
(916) 983-3500
- 12 FOLSOM – PRIMARY CARE
1700 Prairie City Rd.
Folsom, CA 95630
(916) 351-4800
- 13 FOLSOM – SPECIALTY CARE
1730 Prairie City Rd.
Folsom, CA 95630
(916) 351-4800
- 14 GOLD RIVER
Plastic Surgery
2200 Sunrise Blvd., Ste. 250
Gold River, CA 95670
(916) 536-2400
- 15 GRASS VALLEY – CATHERINE LANE
150 Catherine Ln., Ste. D
Grass Valley, CA 95945
(530) 477-8358



- 16 MERCY CANCER CENTER –
SAN JUAN
6511 Coyle Ave.
Carmichael, CA 95608
**Medical Oncology/Surgical
Oncology**
(916) 863-8750
Radiation Oncology
(916) 863-8700

- 17 MERCY CANCER CENTER –
C STREET
3301 C St., Ste. 550
Sacramento, CA 95816
Radiation Oncology
(916) 556-3200
Infusion, Hematology, Oncology
(916) 733-5300
- 18 MERCY MEDICAL PLAZA
3939 and 3941 J St.
Sacramento, CA 95819
Cardiac Surgery
Ste. 270, (916) 733-6850
Cardiology
Ste. 230, (916) 453-2640
Ste. 260, (916) 736-2323
Electrophysiology
Ste. 350/368, (916) 453-2500
Neurosurgery
Ste. 250/320, (916) 733-3401
Nuclear Department
Ste. 364, (916) 453-2669
OB/GYN
Ste. 330, (916) 733-3350

- 19 MIDTOWN
3000 Q St.
Sacramento, CA 95816
(916) 733-3333
- 20 NATOMAS
4400 Duckhorn Dr., Ste. 100
Sacramento, CA 95834
(916) 575-8000
- 21 ROCKLIN
550 W. Ranch View Dr.
Ste. 3000
Rocklin, CA 95765
(916) 409-1400
- 22 ROSEVILLE
2110 Professional Dr., Ste. 120
Roseville, CA 95661
(916) 536-2500
- 23 SAN JUAN –
MERCY PHYSICIANS PLAZA
6555 Coyle Ave.
Carmichael, CA 95608
(916) 536-3560
- 24 TIMBERLAKE
8120 Timberlake Wy., Ste. 102
Sacramento, CA 95823
(916) 681-6000
- 25 CHILDREN'S CENTER SOUTH
6615 Valley Hi Dr., Ste. A
Sacramento, CA 95823
(916) 450-2650
- 26 RANCHO CORDOVA
CHILDREN'S CENTER
9837 Folsom Blvd., Ste. F
Sacramento, CA 95827
(916) 450-2600