



Welcome to Mercy Medical Group



A Service of Dignity Health Medical Foundation

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Your Partner in Health	3
Patient-Centered Medical Home	3
Awards and Recognition	3
Selecting a Primary Care Physician	4
My Portal – Dignity Health Patient Portal	4
Scheduling Appointments	5
Unexpected Care Situations	6–7
Same-day Care.....	6
Midtown Walk-in Clinic	6
24-Hour Nurse Advice Service	6
Online Scheduling	6
Urgent Care Centers	7
Reasons to Use Urgent Care	7
Emergency Care	7
Dignity Health Advanced Imaging	8
Quest Diagnostics Lab Services.....	9
Your Questions Answered	10
Services by Location	11
Our Locations.....	12

Your Partner in Health

At 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 400 providers in 29 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 an “establishing care 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.

Welcome to **Mercy Medical Group**.

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 winner*

Awarded Elite status for
outstanding quality care by the
America’s Physician Groups (APG)
Standards of Excellence Survey
(repeat winner 2013–2020)**

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

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



Selecting a Primary Care Physician



Choosing a primary care physician is a big decision. You may have selected one already, but in case you haven't, you'll find detailed information about all Mercy Medical Group doctors in the Find a Doctor section of our website.

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:

- Access personalized health information
- Review lab results
- Communicate with your doctor
- Request appointments

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 portal. by Dignity Health"** app from the App Store or Google Play.

If you have questions, or need assistance in selecting a primary care physician, call our Dignity Health Medical Foundation Member Services department at **916.379.2888** or visit **MyMercyMedicalGroup.org**.

Scheduling Appointments



Mercy Medical Group physician offices are generally open from 8 a.m. to 5 p.m., Monday through Friday. To schedule an appointment, call your primary care physician's office. The doctor's office phone number should be noted on your health insurance card.

In addition, some of our physicians offer extended **morning and evening hours** for your convenience. Mercy Medical Group also offers patients the added convenience of same-day appointments in most primary care physician offices. Please notify the physician's office **at least 24 business hours** in advance for cancellation or rescheduling.

Your primary care physician will coordinate most of your care within Mercy Medical Group. For treatment by a health care provider outside Mercy Medical Group, your primary care physician may need to obtain prior authorization to avoid you incurring charges not covered by your health plan. All referrals are tracked in our computer system, even if your health insurance plan allows direct access to specialists, enabling us to update you on the status of your referral request at all times.

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.

Unexpected Care Situations



Same-day Care

You don't plan to be sick. For conditions such as the flu, colds and sore throats, Mercy Medical Group offers the convenience of same-day care. To schedule an appointment, simply call your primary care physician's office. If your primary care physician or their team is unable to see you for same-day care, you may be referred to one of our partnering 15 urgent care locations. Our walk-in clinic provides same-day treatment for non-emergency medical conditions.

Midtown Walk-in Clinic

If you cannot be seen in your doctor's office, Mercy Medical Group offers urgent care at the Walk-in Clinic at our Midtown location. The Midtown Walk-in Clinic is located at 3000 Q Street in Sacramento, and is open Monday through Friday, 7 a.m. to 7 p.m., weekends and holidays 8 a.m. to 4 p.m. You may reach the Walk-in Clinic team by calling **916.733.3377**.

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 physician. 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 **MyMercyMedicalGroup.org**, 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

Reasons to Use Urgent Care

When you have a medical situation that is urgent but not a true emergency, there are compelling advantages to visiting an urgent care center over an emergency room:

- your co-pay will be much less
- your wait time will likely be shorter
- you will help ensure emergency rooms are available when truly needed

When in doubt which is the better option, call your doctor during regular business hours. If you have a concern after hours, call our access nurse line at **877.944.1058**.

Emergency Care

An emergency situation is defined as a sudden onset illness or injury requiring immediate medical intervention. For emergency situations, call 9-1-1.

Dignity Health Advanced Imaging

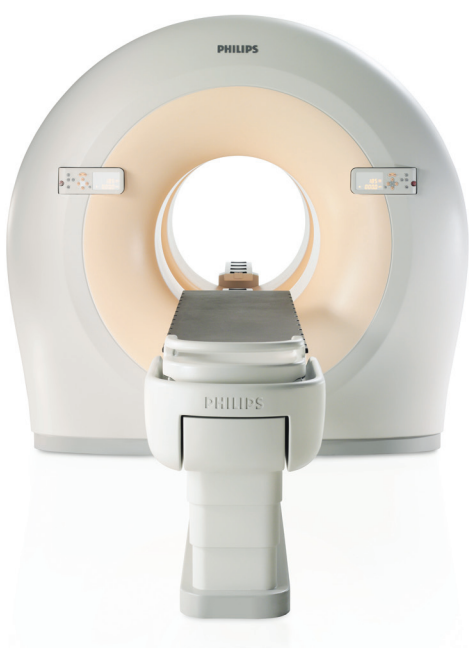
Conveniently located throughout Greater Sacramento, Dignity Health Advanced Imaging partners with Mercy Medical Group to provide great choice and flexibility with access to leading-edge diagnostic imaging services. The radiologists comprising Dignity Health Advanced Imaging are board certified and have fellowships in:

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

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.



Locations

Dignity Health Advanced Imaging, Carmichael
6305 Coyle Ave., Carmichael

Dignity Health Advanced Imaging, Elk Grove
8220 Wymark Dr., Ste. 101, Elk Grove

Dignity Health Advanced Imaging, Folsom 1
1635 Creekside Dr., Ste. 100, Folsom

Dignity Health Advanced Imaging, Folsom 2
1625 Creekside Dr., Ste. 101, Folsom

Dignity Health Advanced Imaging, Roseville
2110 Professional Dr., Ste. 190, Roseville

Dignity Health Advanced Imaging Women’s Center, Roseville
1380 Lead Hill Blvd., Ste. 100, Roseville

Dignity Health Advanced Imaging, 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

Your Questions Answered

How do I get a referral to a specialty physician?

Patients with PPO (preferred provider organization) health insurance coverage can self-refer for specialty care at any time. Those with HMO (health maintenance organization) coverage must first receive a referral from their primary care physician. If you have any questions regarding your referral status, call your physician’s office for clarification or Dignity Health Medical Foundation Member Services at **916.379.2888**.

I don’t have transportation to the specialist I’ve been referred to. What can I do?

If you have special transportation needs and require assistance getting to your appointment, call one of our patient advocates or your primary care physician’s office. Our staff may be able to assist you with suggestions for other transportation options. To be connected with a Patient Advocate, please contact Member Services at **916.379.2888**.

Who can I turn to for extra help?

Mercy Medical Group works with patients and staff to resolve questions about referrals or any other concern that may develop during the course of your care. To be connected with a Patient Advocate, please contact Member Services at **916.379.2888**.

What are my pharmacy benefits?

Our clinical pharmacists are available to provide you with pharmaceutical care services through several care teams such as geriatric, coordinated care clinic, and home visits. We are also available to meet you in person at the Pharmacists Review to Increase Cost-Effectiveness (PRICE) Clinic to improve your understanding in medication utilization and Medicare Part D drug benefit. At our anticoagulation clinic, we manage your anticoagulation therapy to assure safety and efficacy. When questions related to pharmacy services arise, please call **916.691.8549**.

How will I find out about my test results?

Your test results will be available by mail, phone, or the online Patient Portal. Should there be any concerns regarding your test results, our staff will schedule an appointment for you to discuss both results and treatment plans with your doctor.

Can I access behavioral health services directly, without a referral from my doctor?

You may schedule an appointment directly with Behavioral Health by calling **916.924.6400** or call your insurance company for alternative behavioral health providers.

I need help managing the health care services necessary for my condition.

Mercy Medical Group offers care management assistance to individuals who are chronically ill or severely injured. A registered nurse will work with you, helping to coordinate necessary care and alleviate uncertainty as you navigate through our medical group’s services. Ask your primary care physician to help you with a referral to case management.

Does Mercy Medical Group offer any classes for my specific condition?

Mercy Medical Group is dedicated to offering comprehensive, compassionate care to all of our patients. Part of that is achieved through education and communication. We have a variety of educational programs available to you, addressing a variety of medical subjects. For information on these or other educational opportunities, talk to your primary care physician or visit **MyMercyMedicalGroup.org**.

What if I need a service not offered by Mercy Medical Group?

Mercy Medical Group partners with the local Dignity Health hospitals to provide extended services in many areas. Patients requiring services such as cardiac rehabilitation or outpatient physical therapy may be referred to one of the outstanding programs offered at the local Dignity Health hospitals. Your primary care physician will help you determine if a referral to one of the programs will benefit you.

I have been seeing a specialist. Will I need to continue seeing a specialist or will the primary care physician take over all of my care?

If you have been followed by a specialist for a particular medical issue, your primary care doctor will discuss this with you and determine the best option for follow-up. This may mean a referral to a specialist within Mercy Medical Group, or a specialist outside the group, but who is a specialist within your insurance network. In some cases, medical treatments that you are currently receiving will need to be provided and supervised by the specialist.

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 – 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				■	■		■											■					
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																		■				■	

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.
Carmichael, CA 95608
Ste. 410/416
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.
Internal Medicine, Ste. 170
Pediatrics, Ste. 150
Folsom, CA 95630
916.351.4825

11 FOLSOM – PRIMARY CARE
1700 Prairie City Rd.
Folsom, CA 95630
916.351.4800

12 FOLSOM – SPECIALTY CARE
1730 Prairie City Rd.
Folsom, CA 95630
916.351.4800

13 GOLD RIVER
Plastic Surgery
2200 Sunrise Blvd., Ste. 250
Gold River, CA 95670
916.536.2400

14 GRASS VALLEY –
CATHERINE LANE
150 Catherine Ln., Ste. D
Grass Valley, CA 95945
530.477.8358

15 MERCY CANCER CENTER –
SAN JUAN
6511 Coyle Ave.
Carmichael, CA 95608
Medical Oncology/Surgical Oncology
916.863.8750
Radiation Oncology
916.863.8700

16 MERCY CANCER CENTER –
C STREET
3301 C St., Ste. 550
Sacramento, CA 95816
Radiation Oncology
916.556.3200
Infusion, Hematology, Oncology
916.733.5300

17 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. 260/350/368
916.736.2323
Neurosurgery
Ste. 250/320
916.733.3401
OB/GYN
Ste. 330
916.733.3350

18 MIDTOWN
3000 Q St.
Sacramento, CA 95816
916.733.3333

19 NATOMAS
4400 Duckhorn Dr., Ste. 100
Sacramento, CA 95834
916.575.8000

20 ROCKLIN
550 W. Ranch View Dr.,
Ste. 3000
Rocklin, CA 95765
916.409.1400

21 ROSEVILLE
2110 Professional Dr., Ste. 120
Roseville, CA 95661
916.536.2500

22 SAN JUAN –
MERCY PHYSICIANS PLAZA
6555 Coyle Ave., Ste. 280/380
Carmichael, CA 95608
916.536.3560

23 TIMBERLAKE
8120 Timberlake Wy., Ste. 102
Sacramento, CA 95823
916.681.6000

24 CHILDREN'S CENTER SOUTH
6615 Valley Hi Dr., Ste. A
Sacramento, CA 95823
916.450.2650

25 RANCHO CORDOVA
CHILDREN'S CENTER
9837 Folsom Blvd., Ste. F
Sacramento, CA 95827
916.450.2600

