



# Welcome to Woodland Clinic



Dignity Health.  
Woodland Clinic

A Service of Dignity Health Medical Foundation

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## Your partner in health

At Dignity Health Woodland Clinic 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 145 providers in eight locations covering primary care and 25 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 recognition

Awarded Elite status for outstanding quality care by the America's Physician Groups (APG)\*



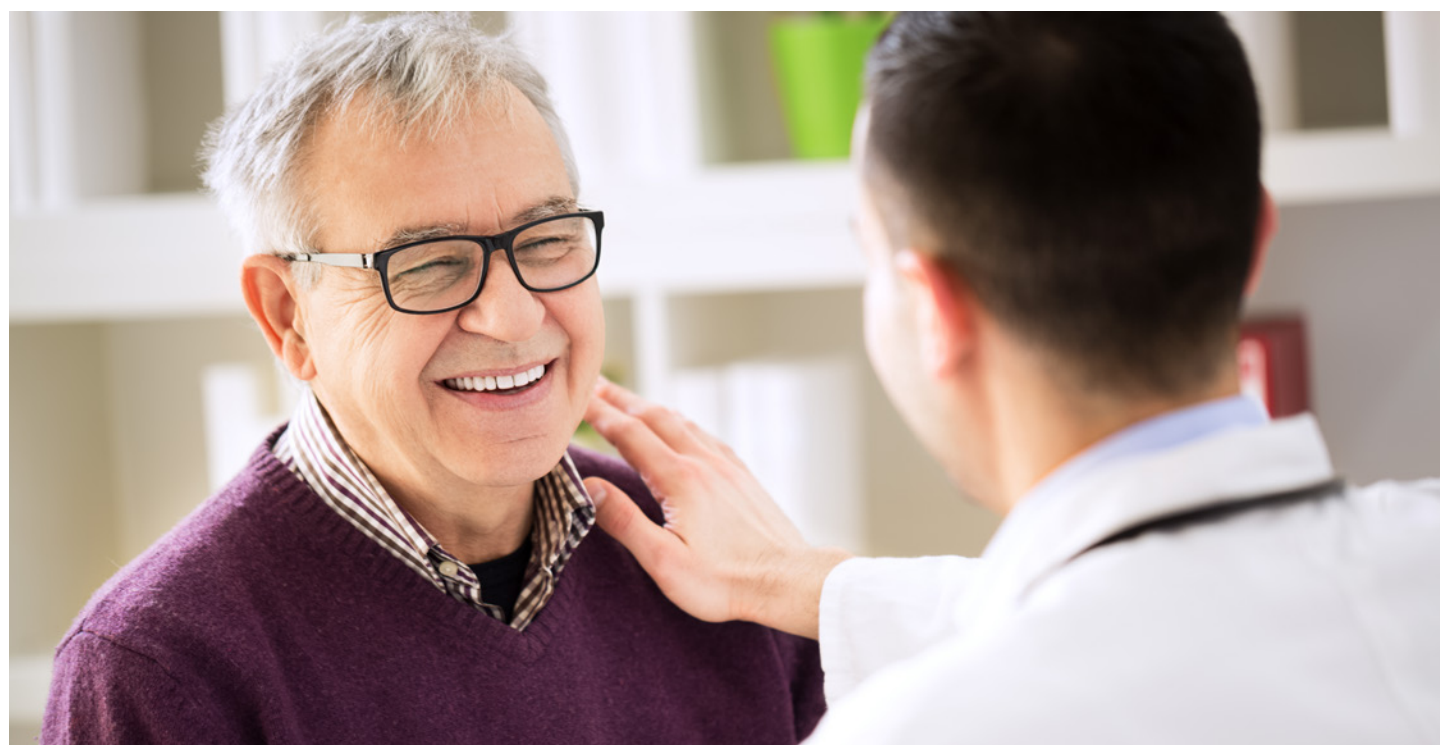
Recognized as Quality Performer and recipient of the Medicare Advantage 4.5 Star Award from the Integrated Healthcare Association (IHA)\*\*

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

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



## 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 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](https://www.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.

## 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 may have.

During your appointment:

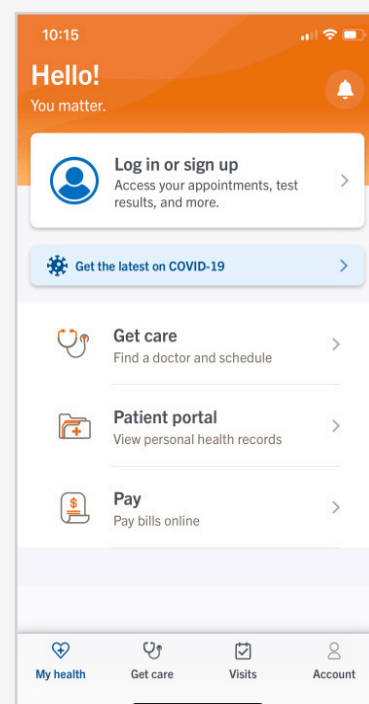
- Learn about your ability to communicate with your provider online. Ask to sign up with *My Care* to access your health records, schedule appointments and more.
- Request a Wellness Evaluation. Ask your doctor if you need a physical to assess your current health condition(s).
- Schedule your next visit.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



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



# 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 East Woodland Urgent Care Center.

## Urgent care

Urgent care 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.

## 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](https://dhmf.org/woodland), and click on the **Schedule an Appointment** box.

# Unexpected care situations

## Access nurse service

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, a caring registered nurse can provide confidential guidance and help you determine whether to call your physician's office, go to the emergency room, visit urgent care or treat your symptoms at home. Our free Access Nurse Service is available 24 hours a day, 365 days a year at **(833) 297-8957**.

## 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.

### East Woodland Urgent Care Center

2081 Bronze Star Dr.  
Woodland, CA 95776  
**(530) 668-2600**

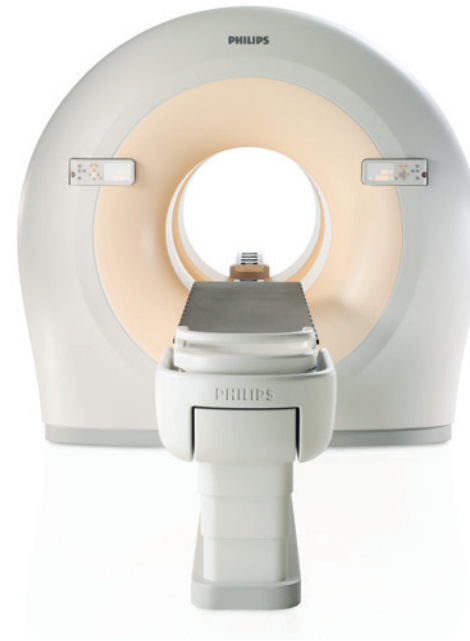
Open 363 days a year, closed on Thanksgiving and Christmas Day  
Monday–Friday: 9 a.m. to 8 p.m.  
Weekends and Holidays: 8 a.m. to 5 p.m.



# Dignity Health Advanced Imaging

Dignity Health Advanced Imaging partners with Woodland Clinic to provide great choice and flexibility with access to leading-edge diagnostic imaging services. The radiologists comprising Dignity Health Advanced Imaging are highly trained professionals with board certification and 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



## Locations

### Diagnostic x-ray and mammography services

632 W. Gibson Rd.                      2330 W. Covell Blvd.  
Woodland, CA 95695                      Davis, CA 95616

2081 Bronze Star Dr.  
Woodland, CA 95776

### Dignity Health Advanced Imaging

1321 Cottonwood St.  
Woodland, CA 95695

Learn more about Dignity Health Advanced Imaging Centers at [DHMF.org/MercyImaging](https://www.dhmf.org/MercyImaging).  
To schedule an appointment, call **(530) 668-2632**.

## Lab services

Quest Diagnostics provides lab services to Woodland Clinic patients at locations throughout the area. 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 your Woodland Clinic location, there will be one nearby. For more information, including a full list of lab locations outside of Yolo County, or to schedule online visit [QuestDiagnostics.com](https://www.questdiagnostics.com).

### Woodland

1837 E Gibson Drive, Suite C  
Woodland, CA 95776.  
**(520) 220-9994**

### Davis

1411 W. Covell Blvd., Ste. 2  
Davis, CA 95616  
**(530) 902-4932**

### West Sacramento

2101 Stone Blvd., Ste. 170  
West Sacramento, CA 95691  
**(916) 372-3475**

# Services by location

	Fairchild Court	West Gibson	Cottonwood	Haarberg Building	East Woodland	Davis – Primary Care	Davis – Specialty Care
Allergy		■					■
Audiology			■				■
Behavioral Health	■						
Cardiology		■					■
Cosmetic Dermatology		■					■
Dermatology		■					■
Endocrinology		■					
Family Medicine					■	■	
Gastroenterology			■				
General Surgery			■				
Hematology				■			
Infectious Disease		■					
Internal Medicine		■					
Mental Health	■						
Neurology			■				■
Obstetrics & Gynecology			■			■	
Occupational Health		■					
Oncology				■			
Ophthalmology			■				
Optometry			■				
Orthopedics		■					
Otolaryngology (ENT)			■				■
Pain Management		■					
Pediatrics		■			■	■	
Podiatry		■					
Psychiatry	■						
Pulmonology		■					
Rheumatology		■					■
Urgent Care					■		
Urology			■				

\*Woodland Clinic location

# Patient resources

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

## By phone

**Advice Nurse: (833) 297-8957**

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).

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

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

**East Woodland Urgent Care Center: (530) 228-2600**

**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**

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

## Online

### Find a Doctor

Visit [dhmf.org/woodland](https://dhmf.org/woodland) 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/woodland](https://dhmf.org/woodland) 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/woodland](https://dhmf.org/woodland) then **Patient Resources** then **Laboratory Services**, or simply go to [QuestDiagnostics.com](https://QuestDiagnostics.com).

# Locations



 **Woodland Memorial Hospital**  
1325 Cottonwood St.  
Woodland, CA 95695

**1 Woodland – West Gibson**  
632 W. Gibson Rd.  
Woodland, CA 95695

**2 Woodland – Fairchild Specialty Care**  
1207 Fairchild Ct.  
Woodland, CA 95695

**3 Woodland – Cottonwood**  
1321 Cottonwood St.  
Woodland, CA 95695

**4 Woodland – Houston Building**  
1119 Cottonwood St.  
Woodland, CA 95695

**5 Woodland – Cancer & Neurosciences**  
515 Fairchild Ct.  
Woodland, CA 95695

**6 Woodland – East Woodland**  
2081 Bronze Star Dr.  
Woodland, CA 95776

**7 Davis – Primary Care**  
2330 W. Covell Blvd.  
Davis, CA 95616

**8 Davis – Specialty Care**  
2440 W. Covell Blvd.  
Davis, CA 95616

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



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