



# Welcome to Dignity Health Medical Group



**Dignity Health Medical Group<sup>®</sup>**  
**Dominican**

A Service of Dignity Health Medical Foundation

# Welcome to Dignity Health Medical Group

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# Your partner in health

At Dignity Health Medical Group Dominican, 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 70 primary care and specialty providers in 19 locations. 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 to 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.

## Care for all of you

Dignity Health Medical Group doctors are connected to the highest standard of health care available in Santa Cruz County. We also have access to the most advanced technology available, all dedicated to keeping health care local, and you and your family healthy. Dignity Health offers the largest physician network in Santa Cruz County, delivering access through Dignity Health Medical Group Dominican, which is part of the broader Dignity Health Medical Network – Santa Cruz (DHMN-Santa Cruz). DHMN-Santa Cruz includes access to hundreds of affiliated independent physicians and specialists.

In addition to Primary Care; Family Medicine, Internal Medicine, and Pediatrics, we offer:

- Cosmetic and Reconstructive Surgery
- Endocrinology
- Gastroenterology
- Geriatric Medicine
- Infectious Disease
- Nephrology
- Obstetrics and Gynecology/  
Certified Nurse Midwives
- Oncology and Hematology
- Orthopedic Surgery
- Physical Medicine and Rehabilitation
- Pulmonary Medicine
- Rheumatology
- Urgent Care
- Urology



# 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/dominican](https://dhmf.org/dominican) or call us at **(805) 384-8071**.

## Enroll in *My Portal*—Dignity Health's patient portal

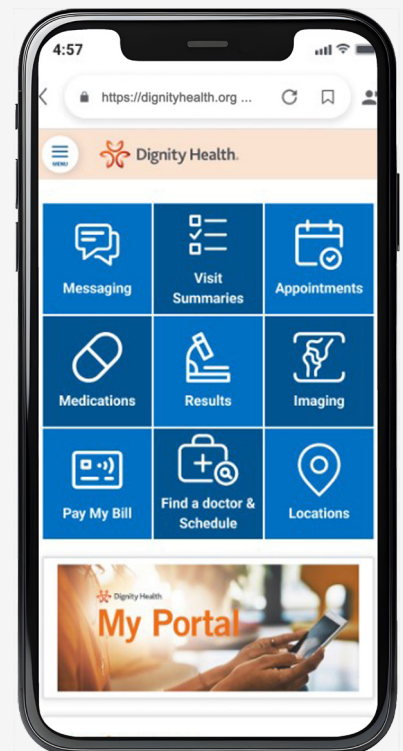
*My Portal* makes it easier than ever to securely communicate with your health provider and access or update important personal information. With the patient portal, you can:

- 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://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.



Download the **My Portal** by Dignity Health app from the App Store or Google Play.



# Preparing for your first appointment



Arriving at your first doctor's appointment prepared, allows both you and your doctor to ask the right questions and leads to a more productive appointment. 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 Portal by Dignity Health* 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. To inquire about the release of medical records, please call: (831) 475-7134.

# Know where to get care

When you're not feeling well—or if you're due for a routine checkup—Dignity Health 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 our urgent care.

## 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, 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

Dignity Health Medical Group offers the convenience of online scheduling for a number of our primary care physicians. To access online scheduling, visit [dhmf.org/dominican](https://dhmf.org/dominican), and click on *Schedule an Appointment*.

# The Dignity Health Wellness Center



The Dignity Health Wellness Center at Dominican Hospital opened in July 2021, and is committed to supporting our patients' pursuit of wellbeing that goes beyond an illness or hospitalization.

At the Dignity Health Wellness Center, we recognize the strong relationship between our lifestyle habits and our health. Our state of the art facility offers a wide range of health, wellness and rehabilitation classes, both in-person and virtual, for people of all ages and abilities. And we are staffed with a team of highly skilled clinical specialists – exercise physiologists, registered dietitians, registered nurses and respiratory therapists.

Our specialized programs focus on lifestyle changes and provide patients with a broad array of resources tailored to their specific needs. Our team is here to strengthen the connection between periodic medical care and ongoing wellness to ensure that you and your family have the resources you need for optimal health.

We have taken the step to seamlessly integrate referrals to the Wellness Center. Your doctor now has a direct link to Wellness

Center staff, allowing for immediate communication regarding programs, individual progress and outcomes.

The programs we offer at the Dignity Health Wellness Center include:

- Health and wellness classes
- Risk assessment and screening programs
- Diabetes risk reduction and management education
- Nutrition education and weight management programs
- Medical and fitness programs designed to meet a number of different health concerns
- Stroke prevention education
- Pre and postnatal care program
- Childbirth and parenting classes

# Important things to know

## Billing

Our online payment website is [dignityhealth.org/billpay](https://dignityhealth.org/billpay). For payment assistance or our customer service department, call 866.803.1774. Self-pay patients are given a discount for paying at the time of service needs.

## Rx Refills

Please call your pharmacist to refill prescriptions - expect a 3 business day turnaround.

## Payments

We have a no cash policy. We accept the following for payment: cashier's check, money order, and credit or debit cards.

## Need an interpreter?

Interpretation services are available for our non-English speaking patients. This is provided at no charge. Please let the staff know when you make an appointment if you will need to utilize this service.

## Insurances accepted

Please visit our website to see the current insurances accepted by our providers. Go to [dhmf.org/dominican](https://dhmf.org/dominican) and click on Patient Resources.

## Patient Advocate

As part of Dignity Health Medical Foundation's commitment to our patients, we offer the services of a patient advocate to help work through any difficult situation that may arise. If you ever have a problem with a Dignity Health Medical Group service, or have billing or referral questions, the patient advocate is here to help. From initial contact through continuing mediation, our patient advocate works with patients and staff to help everyone involved reach a mutual understanding and resolution.

**Patient Advocate: 888.242.1555**

**[DHMFPatientAdvocate@DignityHealth.org](mailto:DHMFPatientAdvocate@DignityHealth.org)**

# Patient resources

Below are useful phone numbers and websites.

## Online

### Find a Doctor

Visit [dhmf.org/dominican](https://dhmf.org/dominican) 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/dominican](https://dhmf.org/dominican) and click on *Patient Resources* for details including insurance accepted, billing, new patient information, phone directory, referrals and authorizations and more.

## By phone

**Billing/Customer Service: (866) 803-1774**

***My Portal by Dignity Health* offers technical support 24 hours a day, seven days a week by telephone, toll free at (844) 274-8497.**



# Services by location

	Aptos   Pediatrics	Capitola   Family Practice	Capitola   Pediatrics	Capitola   Urgent Care	Santa Cruz   Endocrinology, Infectious & Rheumatology	Santa Cruz   Family Practice – Dominican Way	Santa Cruz   Gastroenterology	Santa Cruz   Internal Medicine	Santa Cruz   Nephrology	Santa Cruz   Obstetrics & Gynecology	Santa Cruz   Oncology & Hematology	Santa Cruz   Orthopedics	Santa Cruz   Physical Medicine & Rehabilitation	Santa Cruz   Plastic & Reconstructive	Santa Cruz   Pulmonology Emergency Medicine & Critical Care	Santa Cruz   Urology	Scotts Valley   Family Practice	Soquel   Family Practice	Watsonville   Dignity Health Medical Group
Emergency Medicine & Critical Care													■						
Endocrinology					■														
Family Medicine		■				■		■				■					■	■	■
Gastroenterology							■												
Infectious Disease					■														
Internal Medicine		■						■									■		
Lactation Consultant			■																
OBGYN and Midwifery									■										
Oncology and Hematology											■								
Orthopedic Surgery												■							
Nephrology									■										
Pediatrics	■		■														■		
Physical Medicine and Rehabilitation													■						
Plastic Surgery														■					
Pulmonology															■				
Rheumatology					■														
Urgent care				■															
Urology																■			





# Locations

## 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 **(831) 430-7127** to get started.

### APTOS

#### Pediatrics

105 Post Office Drive, Suite F  
Aptos, CA 95003  
(831) 612-6264

### CAPITOLA

#### Family Practice

528 Capitola Avenue  
Capitola, CA 95010  
(831) 475-1630

#### Pediatrics

1820 41st Avenue, Suite D  
Capitola, CA 95010  
(831) 476-3000

#### Urgent Care

1820 41st Avenue, Suite C  
Capitola, CA 95010  
(831) 684-7611

### SANTA CRUZ

#### Endocrinology, Infectious Disease, & Rheumatology

1595 Soquel Drive, Suite 411  
Santa Cruz, CA 95065  
(831) 475-8834

#### Gastroenterology

1595 Soquel Drive, Suite 350  
Santa Cruz, CA 95065  
(831) 430-7130

#### Internal Medicine

1595 Soquel Drive, Suite 400  
Santa Cruz, CA 95065  
(831) 475-1111

#### Nephrology

1595 Soquel Drive, Suite 110  
Santa Cruz, CA 95065  
(831) 476-1551

#### Obstetrics & Gynecology

1505 Soquel Drive, Suites 1, 5A, 7  
Santa Cruz, CA 95065  
(831) 465-5440

#### Oncology & Hematology

1779 Dominican Way, Suite B  
Santa Cruz, CA 95065  
(831) 427-7110

#### Orthopedics & Family Practice

2018 Mission Street  
Santa Cruz, CA 95060  
(831) 706-2220

#### Physical Medicine & Rehabilitation

1595 Soquel Drive, Suite 140  
Santa Cruz, CA 95065  
(831) 462-4444

#### Plastic & Reconstructive Surgery

1595 Soquel Drive, Suite 310  
Santa Cruz, CA 95065  
(831) 464-8880

#### Pulmonology

1595 Soquel Drive, Suite 230  
Santa Cruz, CA 95065  
(831) 226-3225

#### Urology

1667 Dominican Way, Suite 234  
Santa Cruz, CA 95065  
(831) 533-1911

### SCOTTS VALLEY

#### Family Practice, Internal Medicine & Pediatrics

245 Mount Hermon Road, Suite L  
Scotts Valley, CA, 95066  
(831) 430-7203

### SOQUEL

#### Family Practice

4700 Soquel Drive  
Soquel, CA 95073  
(877) 888-9410

### WATSONVILLE

#### Family Practice

575 Auto Center Drive  
Watsonville, CA 95076  
(831) 288-6537