



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 160 providers in Woodland and Davis covering primary care and over 30 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 medical provider 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

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 72 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://dignityhealth.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://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.

The image shows a smartphone displaying the Dignity Health My Portal app. The screen features a grid of nine blue icons on a white background, each with a white icon and text below it: Messaging (speech bubble), Visit Summaries (document with list), Appointments (calendar), Medications (pill), Results (microscope), Imaging (hand holding device), Pay My Bill (bill), Find a doctor & Schedule (doctor with plus sign), and Locations (location pin). Below the grid is a banner with the Dignity Health logo and the text 'My Portal' over a photo of a person using a smartphone. Above the phone, there is a small orange icon with the text 'my portal.' and a larger text block encouraging users to download the app from the App Store or Google Play.

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.

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—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 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

Advice Nurse provided by Access Health

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**.

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 services

632 W. Gibson Rd.
Woodland, CA 95695

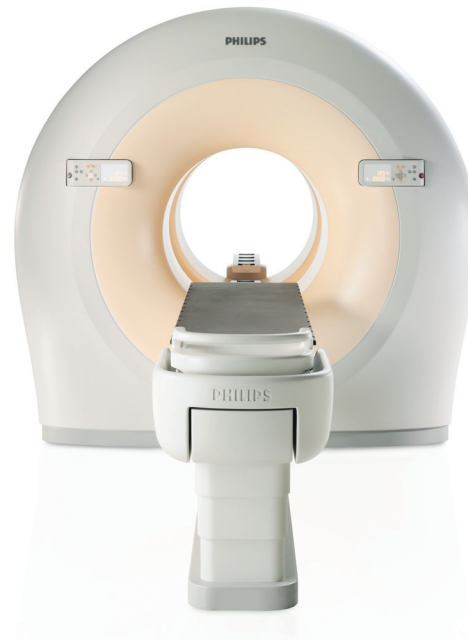
2330 W. Covell Blvd.
Davis, CA 95616

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/dhai.
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. For more information, including a full list of lab locations outside of Yolo County, or to schedule online visit QuestDiagnostics.com.

Woodland

1837 E Gibson Dr., Ste. C
Woodland, CA 95776.
(520) 220-9994

Davis

1411 W. Covell Blvd., Ste. 102
Davis, CA 95616
(530) 902-4932

West Sacramento

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

Services by location

	Woodland – West Gibson	Woodland – Fairchild Specialty Care	Woodland – Cottonwood	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: 6:30 am - 7:30 pm | Weekends: 7:30 am - 4:30 pm

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

Dignity Health Advanced Imaging: (530) 668-2632

East Woodland Urgent Care Center: (530) 668-2600

Member Services: (530) 650-0986

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

My Portal support team: (844) 274-8497

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

Advice Nurse Service: (833) 297-8957

If you have a health concern during regular business hours, call our contact center at (530) 668-2600. Advice Nurse provided by Access Health is available toll-free 24 hours a day, 365 days a year for primary care patients (family medicine, internal medicine and pediatrics).

Online

Find a Doctor

Visit 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.

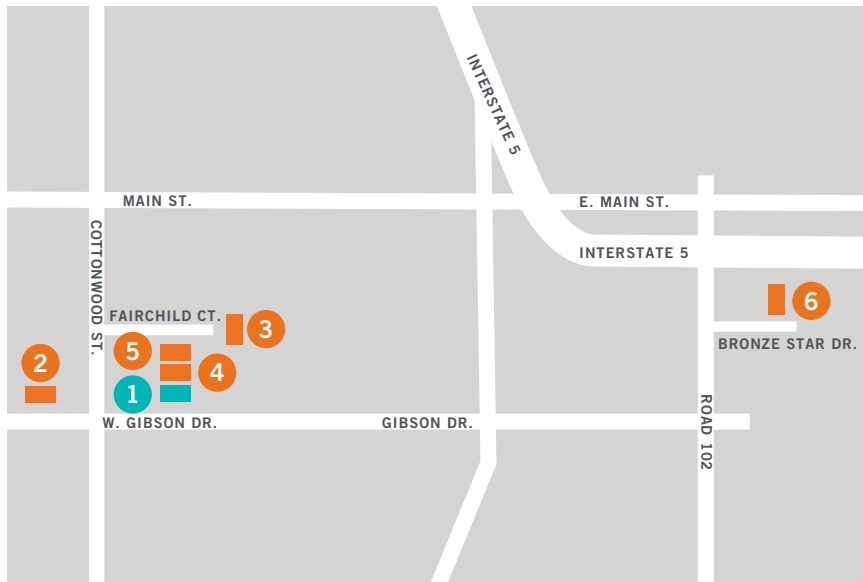
Patient resources

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

Laboratory services

Visit QuestDiagnostics.com.

Locations



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

2 Woodland – West Gibson
632 W. Gibson Rd.
Woodland, CA 95695

3 Woodland – Fairchild Specialty Care
1207 Fairchild Ct.
Woodland, CA 95695

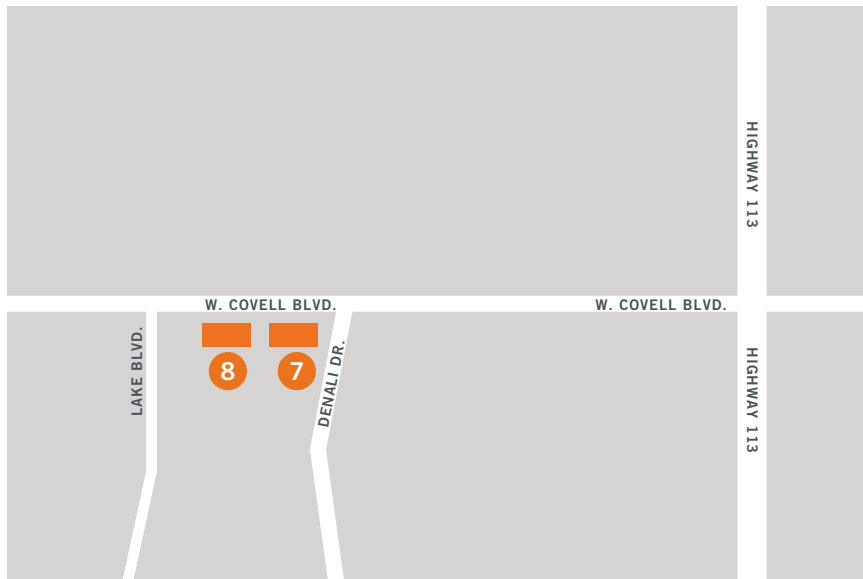
4 Woodland – Cottonwood
1321 Cottonwood St.
Woodland, CA 95695

5 Woodland – Cancer Care
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 locations in Woodland and Davis, please call **(530) 668-2600**.



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