



Welcome to Mercy Medical Group



Dignity Health®
Mercy Medical Group

A Service of Dignity Health Medical Foundation

Hello humankindness®

Welcome to Mercy Medical Group

- Your partner in health 1
 - Patient-Centered Medical Home 1
 - Awards and recognition 1
- Primary care 2
 - Virtual visits 2
 - Access nurse service 2
 - Online scheduling 2
 - Selecting a primary care physician 2
 - Family medicine and Internal medicine providers 2
 - Transferring your records 2
- Preparing for your first appointment 3
 - During your appointment 3
 - Enroll in My Portal 3
- Know where to get same-day care 4
 - Same-day care 4
 - Urgent care 4
 - Partner urgent care locations 5
 - Emergency room 5
 - Our hospitals 5
- Dignity Health Advanced Imaging 6
- Quest Diagnostics lab services 7
- Patient resources 8
 - By phone 8
 - Online 8
- Services by location 9
- Our locations 10

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 550 providers in 27 locations covering primary care and 45 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.

¹ IHA: A nonprofit statewide leadership group promoting quality improvement, accountability and affordable health care in California.
² APG: The largest physician association in the country including more than 180 groups and independent practices across 29 states.
³ AMA: The largest and only national association that convenes 190+ state and specialty medical societies and other critical stakeholders.

Awards and recognition

 Excellence in Healthcare from Integrated Healthcare

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

Recognized by IHA's AMP Medicare Advantage program as a 5-Star and Most Improved provider organization and 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 2013–2022)²

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



Primary care

For routine checkups, or if you're not feeling well, schedule an appointment with your primary care physician's office.

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

Family medicine and Internal medicine providers

Family medicine doctors provide comprehensive healthcare to individuals of all ages, from infants to seniors, managing a wide range of medical conditions, while internal medicine doctors focus on the care of adults, typically specializing in complex medical diagnoses and chronic conditions.

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

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.

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.

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 Portal 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.

Enroll in My Portal—Dignity Health's patient portal

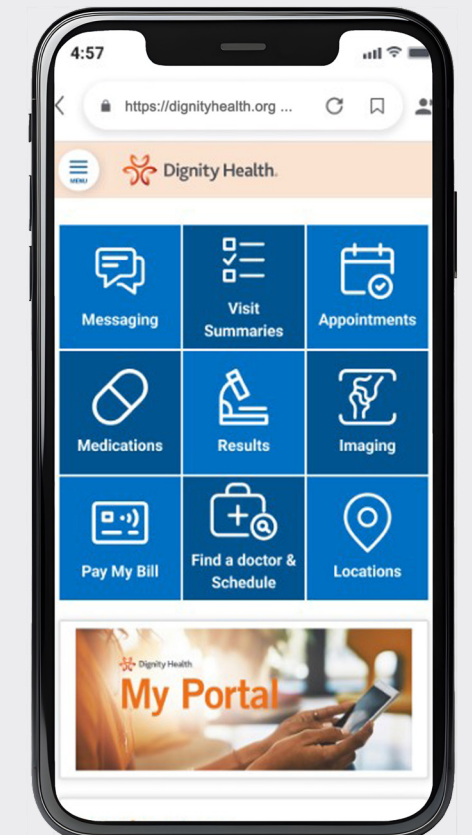
My Portal makes it easier than ever to securely communicate with your health provider and access or update important personal information. With the patient portal, you can:

- 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 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.



Know where to get same-day care

If you're not feeling well, Mercy Medical Group offers a variety of settings to get the care you need when you need it.

For same-day care during regular office hours, call your primary care physician's (PCP) office first before proceeding to a same-day care facility, as your primary care office may be able to get you in same-day. If your PCP is unable to see you, you may be referred to one of our same-day care locations. You can access care at any one of the following locations if you are unable to see your doctor immediately or are too far away from our Urgent Care in Sacramento or Express Primary Care in Roseville. In the event that you need immediate or life-saving care, proceed to an emergency room, or call 911.



Contact your PCP to see if they can offer same-day care, or for suggestions on how best to receive care.



Visit our same-day care locations for common medical conditions.



If you are unable to visit a same-day care location, go to one of our partnering urgent care locations.



If you need medical attention due to risk of life or limb, go to the nearest Emergency Room.

Same-day care

For conditions such as colds, the flu, and sore throats, our primary care providers offer the convenience of same-day appointments.

Mercy Medical Group Urgent Care

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

Monday through Friday: 7:30 a.m. to 6:30 p.m.

Weekends and Holidays: 8 a.m. to 3 p.m.

Dignity Health Express Primary Care

3980 Douglas Blvd., Ste. 110
Roseville, CA 95661
(916) 293-4400

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

Weekends and Holidays: 8 a.m. to 5 p.m.

Urgent care

Most urgent care centers are open during regular office hours. 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

Partner urgent care locations

Cameron Park

Jovive Urgent Care
4062 Flying C Rd.
(530) 332-2130

Carmichael

AIMS Urgent Care
5900 Coyle Ave., Ste. A
(916) 332-1210

Carbon Health Urgent Care
4156 Manzanita Ave., Ste. 300
(916) 488-6337

El Dorado Hills

MDSTAT Urgent Care
3860 El Dorado Hills Blvd., Ste. 303
(916) 941-9222

Elk Grove

Elk Grove Urgent Care
9045 Bruceville Rd., Ste. 100
(916) 479-911

Trinity Urgent Care
711 Laguna Blvd., Ste. 161
(916) 887-7778

Folsom

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

Carbon Health Urgent Care
1201 E. Bidwell St.
(916) 920-6337

Granite Bay

Granite Bay Urgent Care
5290 Douglas Blvd., Ste. 102
916-570-7265

Lincoln

Lincoln Urgent Care
77 Lincoln Blvd., Ste 1.
916-258-2751

Roseville

Carbon Health Urgent Care
701 Sunrise Ave.
(916) 447-6337

MDSTAT Urgent Care
851 Pleasant Grove Blvd., Ste. 110
(916) 773-9222

Sacramento

Carbon Health Urgent Care
4112 E. Commerce Wy.
(916) 447-6337

MDSTAT Urgent Care
391 Howe Ave.
(916) 678-5280

Midtown Urgent Care
3000 Q St
(916) 733-3377

Natomas Urgent Care
4321 Truxel Rd.
916-947-9110

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

Emergency room

With four hospitals located throughout Sacramento, you're never far from emergency expertise. 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
- Head injury or other major trauma
- Stroke, weakness or numbness on one side
- Poisoning

Our hospitals

Carmichael

Mercy San Juan Medical Center
6501 Coyle Ave.
(916) 537-5000

Folsom

Mercy Hospital of Folsom
1650 Creekside Dr.
(916) 983-7400

Sacramento

Mercy General Hospital
4001 J St.
(916) 453-4545

Methodist Hospital of Sacramento
7500 Hospital Dr.
(916) 423-3000

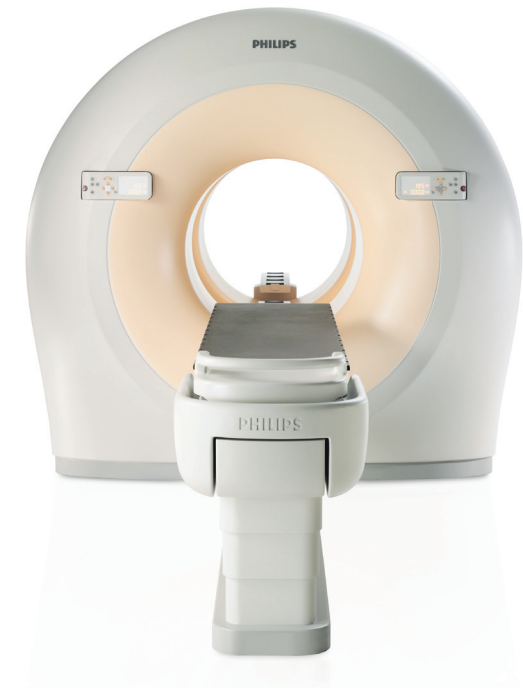
Dignity Health Advanced Imaging

Conveniently located throughout the Sacramento region, 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:

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

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



Sacramento

3301 C St., Ste. 500
(916) 556-3300

3000 Q St.
(916) 733-5342

Roseville

2110 Professional Dr., Ste. 190
(916) 771-1450

Women's Imaging Center
1380 Lead Hill Blvd., Ste. 100
(916) 535-2030

Folsom

1635 Creekside Dr., Ste. 100
(916) 986-5200

1625 Creekside Dr., Ste. 101
(916) 986-5200

1050 Iron Point Rd.
(916) 986-5230

Elk Grove

8220 Wymark Dr., Ste. 101
(916) 667-0750

Carmichael

6305 Coyle Ave.
(916) 535-2000

6555 Coyle Ave., Ste. 180
(916) 536-3666

Citrus Heights

7115 Greenback Ln., 1st Floor
(916) 536-3510

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

Member Services: (916) 379-2888

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

Behavioral Health: (916) 924-6400

Or call your insurance company for alternative behavioral health providers.

Billing/Customer Service: (866) 803-1774

Advanced Imaging Scheduling: (916) 434-7600

My Portal Support team: (844) 274-8497

Advice Nurse: (877) 944-1058

If you have a health concern during regular business hours, you should call your primary care doctor. For after hours care, 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/mercymedicalgroup 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/mercymedicalgroup and click on *Patient Resources* for details including insurance accepted, billing, new patient information, phone directory, referrals and authorizations and more.

Laboratory services

Quest Diagnostics lab services located throughout Greater Sacramento and on-site at many of our clinics. Visit QuestDiagnostics.com for detailed location information.

Services by location

	Cameron Park	Carmichael - Mercy Cancer Center	Carmichael - Mercy Physicians Plaza	Citrus Heights	East Sacramento - Mercy Medical Plaza	El Dorado Hills	Elk Grove - Big Horn	Elk Grove - Wymark	Folsom - Creekside	Folsom - OB/GYN	Folsom - Primary Care	Folsom - Specialty Care	Gold River	Midtown	Natomas	Rocklin	Roseville	Sacramento - Behavioral Health	Sacramento - Mercy Cancer Center	South Sacramento
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		■												■						■
Same-Day Care														■			■			
Surgical Oncology									■											■
Urology		■							■					■						
Vascular/Endovascular Surgery		■												■						

Our locations

Cameron Park

- 1 CAMERON PARK
3427 Robin Ln., Ste. 100
(530) 676-7337

Carmichael

- 2 CARMICHAEL –
MERCY CANCER CENTER
6511 Coyle Ave.
**Medical Oncology/Hematology
Oncology, Thoracic Oncology**
(916) 735-4668
Gynecologic Oncology
(916) 631-0019
Radiation Oncology
(916) 863-8700

- 3 CARMICHAEL –
MERCY PHYSICIANS PLAZA
6555 Coyle Ave.
(916) 536-3500

- 4 MERCY SAN JUAN
MEDICAL CENTER
6501 Coyle Ave.
(916) 537-5000

Citrus Heights

- 5 CITRUS HEIGHTS
7115 Greenback Ln.
(916) 733-3333

El Dorado Hills

- 6 EL DORADO HILLS
1264 Hawks Flight Ct., Ste. 100
(916) 939-8400

Elk Grove

- 7 ELK GROVE – BIG HORN
9394 Big Horn Blvd.
(916) 691-8500
- 8 ELK GROVE – WYMARK
8220 Wymark Dr.
(916) 667-0600

Folsom

- 9 FOLSOM – CREEKSIDE
1561 Creekside Dr.
Specialty Care
Ste. 170, (916) 351-4825
- 10 FOLSOM – OB/GYN
1735 Prairie City Rd.
(916) 983-3500
- 11 FOLSOM – PRIMARY CARE
1700 Prairie City Rd.
(916) 351-4800
- 12 FOLSOM – SPECIALTY CARE
1730 Prairie City Rd.
(916) 351-4800
- 13 MERCY HOSPITAL OF FOLSOM
1650 Creekside Dr.
(916) 983-7400

Gold River

- 14 GOLD RIVER
2200 Sunrise Blvd.
Plastic Surgery
Ste. 250 (916) 536-2400

Rancho Cordova

- 15 RANCHO CORDOVA
CHILDREN'S CENTER
9837 Folsom Blvd., Ste. F
(916) 450-2600

Rocklin

- 16 ROCKLIN
550 W. Ranch View Dr. Ste. 3000
(916) 409-1400

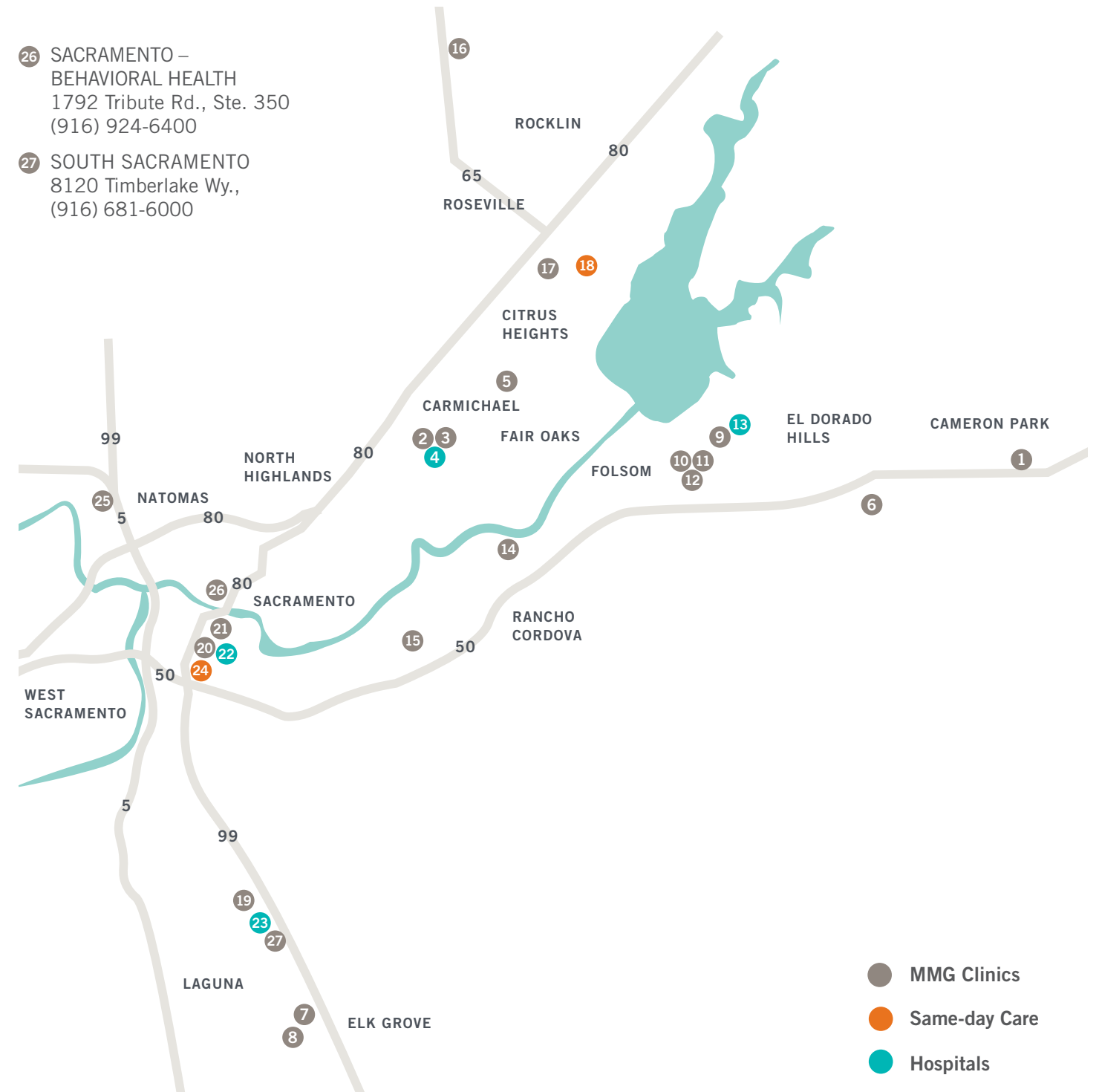
Roseville

- 17 ROSEVILLE
2110 Professional Dr., Ste. 120
(916) 536-2500
- 18 EXPRESS PRIMARY CARE
3980 Douglas Blvd., Ste. 110
(916) 293-4400

Sacramento

- 19 CHILDREN'S CENTER SOUTH
6615 Valley Hi Dr., Ste. A
(916) 450-2650
- 20 EAST SACRAMENTO
MERCY MEDICAL PLAZA
3939 & 3941 J St.
Cardiac Surgery
Ste. 270, (916) 733-6850
Cardiology
Ste. 230, (916) 453-2640
Ste. 260, (916) 736-2323
Electrophysiology
Ste. 350, (916) 453-2500
Nuclear Department
Ste. 364, (916) 453-2669
- 21 SACRAMENTO –
MERCY CANCER CENTER –
3301 C St., Ste. 550
Radiation Oncology
(916) 556-3131
Infusion, Hematology, Oncology
(916) 733-5300
- 22 MERCY GENERAL HOSPITAL
4001 J St.
(844) 934-0300
- 23 METHODIST HOSPITAL OF
SACRAMENTO
7500 Hospital Dr.
(844) 230-1873
- 24 MIDTOWN
3000 Q St.
(916) 733-3333
- 25 NATOMAS
4400 Duckhorn Dr., Ste. 100
(916) 575-8000

- 26 SACRAMENTO –
BEHAVIORAL HEALTH
1792 Tribute Rd., Ste. 350
(916) 924-6400
- 27 SOUTH SACRAMENTO
8120 Timberlake Wy.,
(916) 681-6000



Notes

Lined writing area on page 12, featuring a top teal header line and multiple horizontal grey lines for text entry.

Lined writing area on page 13, featuring a top teal header line and multiple horizontal grey lines for text entry.

