

PATIENT

RESOURCE GUIDE

This guide is designed to help you make the best use of the extensive medical services available to you through PMG. It answers the questions many new patients have when they choose PMG—and it's a handy reference when you need specific services.

Este guía también está disponible en Español.





About Physicians Medical Group (PMG)

What is PMG?

PMG is a physicians group with over 300 primary care physicians and specialists. Our physicians practice at over 100 convenient locations throughout the county, including Dominican Hospital and Watsonville Community Hospital.

How do PMG physicians compare to other medical groups?

PMG consistently ranks as one of the leading medical groups in California. For the past three years, PMG has received the highest ratings for clinical care, patient satisfaction, and health information technology from the Integrated Healthcare Association.

About Your Primary Care Physician

What is the benefit of having a primary care physician?

Your primary care physician is your partner in your health care and will guide you to the preventive care services that are right for you. If you have an HMO health plan, he or she will refer you to specialists and coordinate the care you receive from your specialists, therapists, and hospitals. This coordinated care system keeps your team of health care providers on track and in communication.

How do I choose my primary care physician or change physicians?


If you need help finding a physician who is a good fit for you, just call a PMG Patient Care Coordinator at (831) 465-7800. We'll work with you to identify providers that might be a good match. You can also go to www.pmgsc.com to review a list of primary care physicians and specialists. Once you make a selection, notify PMG and then call your health plan.

Can I schedule a "get to know you" appointment with my new doctor?

Patients often use the first appointment to get acquainted with a new physician and office staff, discuss their care history and address any questions that they may have. Most PMG primary care physicians will schedule an introductory appointment for new patients.

When I select a new physician, do I need to transfer my medical records?

You may need to have medical records transferred from your former provider — however, it is best to wait until after your first appointment with your PMG primary care physician. Your primary care physician will help determine which records are needed to support your care.



About Seeing A Specialist Or Therapist

Why do I need a referral to see a specialist?

Discussing your referral needs with your primary care physician allows him or her to coordinate the care you receive from specialists, hospitalists and therapists. That relationship is particularly valuable if you are managing a new or chronic condition.

How do I get a referral to a specialist?

If you have an HMO, contact your primary care physician, who will help you select a specialist who can address your condition. If you have a non-HMO plan, you can ask your primary care physician to recommend a PMG specialist affiliated with your health plan. For OB-GYN needs, you can self-refer within our group. If you are uncertain about the referral requirements of your specific health plan, contact a PMG Patient Care Coordinator by calling (831) 465-7800.

How can I learn more about PMG specialists?

PMG includes 42 medical specialties here in Santa Cruz County. If you would like to learn more about our local specialists, talk to a PMG Patient Care Coordinator by calling (831) 465-7800 or visit www.pmgsc.com to review our list of specialists.



About Hospitals, Labs, And Radiology Centers

What hospitals and surgery centers are affiliated with PMG?

There are many hospitals and surgery centers affiliated with PMG and available for your treatment. These include Dominican Hospital, Watsonville Community Hospital, Santa Cruz Surgery Center, Cypress Surgery Center, Santa Cruz Endoscopy Center, Central Coast Endoscopy Center, and Central Coast Surgery Center. For a complete list, contact PMG Patient Care Coordinators by calling (831) 465-7800.

Where do I go for radiology services (X-rays and MRIs)?

DSCH MRI Unit

1545 Soquel Drive
Santa Cruz, CA 95065
T: (831) 476-5167
F: (831) 476-6578

DSCH Radiology Dept.

1555 Soquel Drive
Santa Cruz, CA 95065
T: (831) 462-7700
F: (831) 462-7763

Radiology Medical Group of Santa Cruz

1661 Soquel Drive, Ste G
Santa Cruz, CA 95065
T: (831) 476-7711
F: (831) 464-8977

Watsonville Community Hospital

75 Nielson Street
Watsonville, CA 95076
T: (831) 724-4741

Dominican Breast Center

1661 Soquel Drive, Ste G
Santa Cruz, CA 95065
T: (831) 479-3390
F: (831) 476-5495

Where do I go for lab tests?

Quest Diagnostics

550 Water Street, Ste A
Santa Cruz, CA 95060
T: (831) 425-7805
F: (831) 425-7632

1595 Soquel Drive, Ste 100
Santa Cruz, CA 95065
T: (831) 462-6671
F: (831) 462-6678

528 Capitola Avenue
Capitola, CA 95010
T: (831) 479-9930
F: (831) 475-4957

2980 El Rancho Drive
Scotts Valley, CA 95060
T: (831) 438-5484
F: (831) 439-0912

212 Green Valley Road
Watsonville, CA 95060
T: (831) 728-0808
F: (831) 728-9160

About PMG Clinics and Emergency Services

What if I'm so sick or hurt, it can't wait?

When an illness or minor injury happens or an existing condition worsens, you may need access to a doctor's care as soon as possible. Call your PMG primary care physician directly—your doctor is on-call 24-hours a day. Your doctor will help you decide which of these care alternatives is best:

An Open Access or Extended Hour Appointment—Most PMG physicians can often make an appointment for you on the same day or the following day. An evening or weekend appointment may also be available.

After-Hours Care—PMG offers after-hours and weekend care at four locations. No appointment is required and patients are treated on a first come, first serve basis. Remember to call your Primary Care Physician before seeking care.

WESTSIDE SANTA CRUZ

Dominican Medical Foundation

2018 Mission Street
Santa Cruz, CA
T: (831) 706-2220
Saturday 10am-3pm
Sunday 10am-3pm

SCOTTS VALLEY

Scotts Valley Medical Clinic

2980 El Rancho Drive
Scotts Valley, CA
T: (831) 438-1430
Saturday 8am-12pm

WATSONVILLE

Plazita Medical Clinic

1150 Main Street, Ste 3
Watsonville, CA
T: (831) 728-0551
Monday-Friday 7am-9am, 5pm-8pm
Saturday 9am-5pm

Acclaim Urgent Care, a clinic of Watsonville Community Hospital

1820 Main Street
Watsonville, CA
T: (831) 728-1199
Monday-Friday 8am-9pm
Saturday, Sunday and holidays 9am-6pm
Thanksgiving and Christmas *Closed*



What if it's an emergency?

If the illness or injury is immediately life-threatening — for instance, loss of consciousness, chest pain, extensive bleeding — **call 911**. Go directly to the hospital Emergency Room (ER) only if the patient is stable enough to be transported safely.

CALL 911 IN CASE OF AN EMERGENCY

Dominican Hospital ER

1555 Soquel Drive
Santa Cruz, CA
T: (831) 462-7700

Watsonville Community Hospital ER

75 Nielson Street
Watsonville, CA
T: (831) 724-4741





Health Plan and Billing Questions

What should I do if I receive a bill from a provider?

Call the provider office that sent the statement. Statements are sometimes sent in error or because updated insurance information was not available to the office at the time of the appointment. Please remember that you will receive a bill for any co-pays or co-insurance not paid at the time of a visit. If you are unable to resolve the billing issue directly with the billing provider, call (831) 465-7800 to speak with a PMG Patient Care Coordinator.

In addition to my doctors, who can I call if I have questions?

PMG Patient Care Coordinators are here to help. Our team is located right here in Santa Cruz County, and offers information about PMG physicians, policy, and procedure. They can be reached by calling (831) 465-7800.

Is someone available at PMG to speak to me or a family member in Spanish?

Yes. Many PMG Patient Care Coordinators speak English and Spanish. In addition, most PMG physicians and staff are also bilingual in English and Spanish.

What health education opportunities are available to me?

PMG offers a range of resources to help you and your family make educated choices about your health care. In addition to the independent education programs we provide, we also offer free or discounted health education classes through Dominican Hospital's Personal Enrichment Program (PEP). These classes cover a variety of topics including prevention, fitness, and acute and chronic illness.

Contact PMG

Patient Care Coordinators
T: (831) 465-7800 • F: (831) 464-7044
5200 Soquel Avenue, Suite 203 • Santa Cruz, CA 95062
www.pmgsc.com

