



Santa Cruz County

Patient Resource Guide



¡Español al reverso!





Welcome to Dignity Health Medical Network (DHMN). Included in this brochure you'll find a streamlined list of resources. Please keep in mind:

1

If you have any questions related to benefits, authorizations for treatment and claims, or member related issues please call 831.465.7800 to speak with a Customer Service Representative.

2

There are three “levels” of care:

Level 1: Primary Care Physician (PCP) –

Your PCP is your team leader for most of your healthcare needs. Call them if you have any questions related to your care.

Level 2: Urgent Care and After Hours –

These clinics are for sprains, strains, and when your PCP is not available.

Level 3: The Emergency Department –

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 stable enough to be transported safely.

When you have a new Primary Care Physician

- 1 Schedule an appointment with your new Primary Care Physician (PCP).
- 2 Before the appointment, ask your new PCP's office about transferring records.
- 3 Discuss referral needs for specialists and therapists with your new PCP (you can self-refer for OB-GYN needs).

When you have questions

- Call DHMN's Customer Service Department at 831.465.7800 about bills, referrals, copays and physicians.
- Call your Primary Care Physician (PCP), they are happy to help.



Local. Local. Local.

With hundreds of local physicians, over 40 specialties, and 100 locations throughout Santa Cruz County, we have a lot to offer the people who live in our communities.

Health Plans We're Contracted with:

Aetna

Anthem Blue Cross

Blue Shield of CA

Cigna

Health Net

UnitedHealthcare

AARP Medicare Complete Secure

Horizons HMO

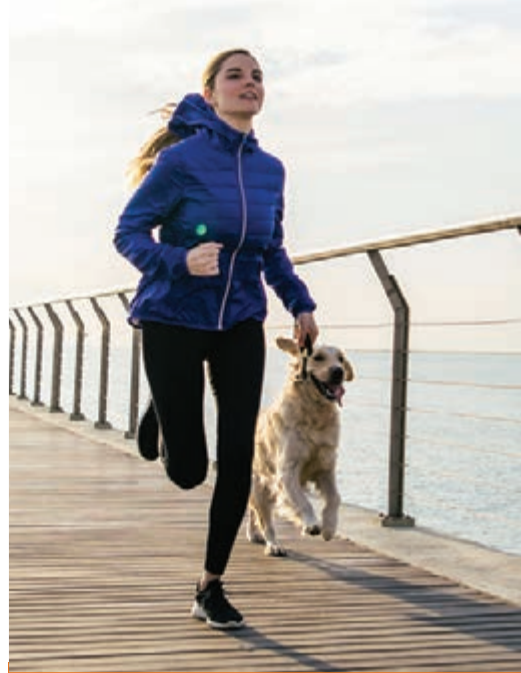
UnitedHealthcare Group Medicare

Advantage HMO

(employer sponsored only)

Health Net Seniority Plus

(employer sponsored only)



Community Events & Wellness Classes:

Please visit our website at dhmn.org/santacruz for dates and times.

Partners Include:

Dominican Hospital

Watsonville Community Hospital

Capitola Surgery Center

Central Coast Endoscopy Center

Central Coast Surgery Center

Cypress Surgery Center

Santa Cruz Endoscopy Center

Santa Cruz Surgery Center

Contact DHMN for a
complete list.



T: 831.465.7800

F: 831.464.7044

100 Enterprise Way, Suite C110
Scotts Valley, CA 95066

dhmn.org/santacruz

Hospitals, Labs & Radiology Centers

Dominican Breast Center

1661 Soquel Drive, Suite G, Santa Cruz
T: 831.476.7711

Dominican MRI Unit

1545 Soquel Drive, Santa Cruz
T: 831.476.7711

Dominican Radiology Department

1555 Soquel Drive, Santa Cruz
T: 831.462.7716

Radiology Medical Group of Santa Cruz

1661 Soquel Drive, Suite G, Santa Cruz
T: 831.476.7711

Santa Cruz Comprehensive Imaging

1685-B Commercial Way, Santa Cruz
T: 831.476.7711

South County Imaging

108 Green Valley Road, Suite B, Freedom
T: 831.476.7711

Watsonville Community Hospital

75 Nielson Street, Watsonville
T: 831.761.5600

Labs: Quest Diagnostics

528 Capitola Avenue, Capitola
T: 831.479.9930

1595 Soquel Drive, Suite 100, Santa Cruz
T: 831.462.6671

2203 Mission Street, Santa Cruz
T: 831.425.7805

212 Green Valley Road, Watsonville
T: 831.728.0808

4340 Scotts Valley Drive, Suite F, Scotts Valley
T: 831.227.2461



Tear this page out and keep on your fridge!

Urgent Care*

CAPITOLA

**Dignity Health Medical Group
Urgent Care**
1820 41st Avenue, Suite C, Capitola
T: 831.684.7611
Open Every Day from 8am-8pm

WATSONVILLE

Pinnacle HealthCare
99 Airport Boulevard, Freedom
T: 831.728.1199
Monday-Friday 8am-6pm

Weekend Clinic*

WESTSIDE SANTA CRUZ

Dignity Health Medical Group - Dominican
2018 Mission Street, Santa Cruz
T: 831.706.2220
Weekends 10am-3pm

Emergency Services*

Call 9-1-1. Go directly to the emergency room only if the person is stable enough to be transported safely.

SANTA CRUZ

**Dominican Hospital
Emergency Room**
1555 Soquel Drive, Santa Cruz
T: 831.462.7700

WATSONVILLE

**Watsonville Community Hospital
Emergency Room**
75 Nielson Street, Watsonville
T: 831.724.4741

*** X-rays and other radiology services available.**