

Frequently Asked Questions

Hilltop Medical Clinic Transitioning to Dignity Health Urgent Care

Q: What changes are being made at Hilltop Medical Clinic?

As part of our mission to expand and protect vital health services in the North State, Dignity Health has acquired Hilltop Medical Clinic, securing urgent care access for the Redding community.

Effective June 20, 2025, Hilltop Medical Clinic will transition and be renamed Dignity Health Urgent Care. It will reopen to the public June 30, 2025.

The urgent care clinic will remain at its convenient location at 1093 Hilltop Drive in Redding. The clinic will be temporarily closed from June 21 to June 29 for the transition.

The phone number will stay the same. Patients can contact the clinic by calling **(530) 221-1565**.

Q: When will the clinic be open to patients?

Dignity Health Urgent Care will be open for patients beginning **June 30, 2025**.

During the brief closure from June 21 to June 29, patients needing immediate medical attention should contact their primary care provider or visit Mercy Medical Center in Redding. For medical emergencies, please dial 9-1-1 or go to the nearest emergency department.

Q: Why is Dignity Health acquiring Hilltop Medical Clinic?

Dignity Health Medical Group – North State is committed to preserving and enhancing health care access for the Redding community.

This transition allows the continuation of vital urgent care services the community depends on, while also offering access to a broader network of specialists and resources.

Q: Will I still be able to see the same doctors and providers?

Yes, patients can continue to see the same trusted physicians and advanced practice providers they know from Hilltop Medical Clinic.

Q: What are the benefits for patients?

Patients will benefit from streamlined access to Dignity Health's comprehensive network, including Mercy Medical Center Redding, Mercy Regional Cancer Center, Dignity Health Advanced Imaging, and Dignity Health Medical Group – North State. They will also gain access to a broader spectrum of outstanding primary and specialty care.

Q: Will the urgent care hours change?

Yes, Dignity Health Urgent Care will now offer extended hours:

- Monday – Friday: 8 a.m. to 6 p.m.
- Saturday – Sunday: 8 a.m. to 4 p.m.

Q: What services will Dignity Health Urgent Care provide?

Dignity Health Urgent Care provides the same high-quality urgent care services that community members have come to expect, including X-ray and lab services. Walk-in and scheduled appointments are available for a wide range of urgent care needs, including:

- Eye infections
- Cuts and minor burns
- Earaches
- UTIs
- Sports physicals
- Sprains or muscle strains
- Minor sports injuries
- X-ray Imaging
- Labs
- And much more

Of note—Dignity Health Urgent Care will not offer workers compensation or pre-employment occupational medicine services.

Q: Will there be any changes to the insurances accepted?

Dignity Health Urgent Care will accept most major insurances including Medicare. Medi-Cal will not be accepted at this time.

For questions about your insurance coverage, please contact your Health Plan directly.

Will Dignity Health Urgent Care accept cash payments?

No, only credit/debit card and check payments will be accepted.

To make a payment online on or after June 21, 2025, visit:

- www.dignityhealth.org/dhmf/patient-resources/billing

Q: Will the billing address change?

On June 21, 2025, the billing address will depend on the date you received care:

- To submit a payment for services provided **on or after June 30, 2025:**

Dignity Health Urgent Care

Phone: (877) 427-7060

Mailing/Payment Address: PO Box 742413 Los Angeles, CA 90074

- To submit a payment for services provided **before June 21, 2025:**

Hilltop Medical Clinic

Phone: (530) 691-4088

Mailing/Payment Address: 4653 Churn Creek Rd, Ste 5, PMB 115,
Redding, CA 96002

Please use the appropriate billing address based on when you received services.