

Alameda Alliance for Health Care When You Need It



Get the care you need at the right place and time.

As an Alameda Alliance for Health (Alliance) member, you have options for health care. If you have Alliance Group Care or Medi-Cal, please use this guide to help you choose the best option for your medical needs.

Remember: *If you are having a medical emergency, please dial **9-1-1** or go to the nearest emergency room.*

Advice Nurse Line

Not sure where to go for health care? Nurses can help you decide if you should schedule a doctor's visit or need care sooner. The Advice Nurse Line is available 24 hours a day, 7 days a week. Nurses provide advice on topics such as:

- Health screenings and shots
- Tips on leading a healthy lifestyle
- Treatment of common health concerns

Call toll-free at:

Medi-Cal Members: **1.888.433.1876**

Group Care Members: **1.855.383.7873**

Primary care provider (PCP), doctor, or clinic

For a common sickness, minor injury, or a routine health exam, the best place to get care is a doctor's office or clinic. Your doctor knows your health history and can help you manage your health over time.

Teladoc®

If you can't reach your doctor or need help sooner, Teladoc® is a network of board-certified doctors who can help you with health concerns through your phone or a video chat. It is available 24 hours a day, 7 days a week.

Teladoc® can be used for non-emergency issues such as:

- Allergies and sinus problems
- Outpatient mental health
- Respiratory (lung) infections
- Cold and flu symptoms
- Pink eye
- Skin conditions and treatments
- Minor injuries

Call Teladoc® toll-free at **1.800.835.2362**. First-time users have to set up an account. You will need your Alliance Member ID.

You can also scan the QR code to the right to download the Teladoc® app to your smartphone or tablet from the Apple App Store® or Google Play®:



Urgent Care

When you need in-person care right away but it's not an emergency, you can go to an urgent care center. They offer same-day visits and often have shorter wait times than the emergency room. If you recently left the hospital and can't see your doctor soon, urgent care can help until your follow-up visit.

Most urgent care centers can treat:

- Abdominal (belly) pain
- Allergies
- Cold or flu symptoms
- Minor injuries
- Non-severe headaches
- Sinus or ear infections
- Vomiting or constant diarrhea
- Wheezing or shortness of breath

Below are urgent care centers in the Alliance network. Please call the clinic before you go. You can also check the Alliance Provider Directory for the most recent information.

1 MediNOW Urgent Care – Pleasanton

5311 Hopyard Road
Pleasanton, CA 94588
Monday – Friday: 8 am – 8 pm
Saturday – Sunday: 8 am – 5 pm
Phone Number: **1.925.202.2478**

*Patients must be six (6) months or older.
Walk-ins accepted.*

4 Berkeley Immediate/Urgent Care (Lifelong)

2001 Dwight Way, #1388
Berkeley, CA 94704
Monday – Saturday: 9 am – 5 pm
Phone Number: **1.510.204.7979**

*Last patient must register by 4 pm.
Patients must be three (3) months or older.
Walk-ins accepted.*

2 Asian Health Services – Chenming & Margaret Hu – Urgent Care

818 Webster Street
Oakland, CA 94607
Monday – Friday: 9 am – 5 pm
Saturday: 8:30 am – 1 pm
Phone Number: **1.510.986.6800**

*All ages accepted.
For Alliance members who are assigned to
Asian Health Services.*

5 Berkeley Urgent Care – Berkeley Outpatient Center (John Muir)

3100 San Pablo Avenue
Berkeley, CA 94702
Monday – Friday: 8 am – 8 pm
Saturday – Sunday: 8 am – 5 pm
Holidays: 8 am – 2 pm
Phone Number: **1.510.985.5000**

*Appointments can be scheduled online.
Patients must be one (1) month or older.
Walk-ins accepted.
(No CHCN/CFMG members.)*

3 Asian Health Services – San Leandro Pediatrics

101 Callan Avenue, Suite 105
San Leandro, CA 94577
Monday – Friday: 9 am – 5 pm
Phone Number (existing patients): **1.510.357.7077**
Phone Number (new patients): **1.510.986.6880**

*For Alliance members who are assigned to
Asian Health Services.*

6 California Cardiovascular Consultants and Medical Associates, Urgent Care

2333 Mowry Avenue, Suite 300
Fremont, CA 94538
Monday – Friday 9 am – 6 pm
Phone Number: **1.510.796.0222**

Patients must be 18 years or older.

CHCN = Community Health Center Network
CMFG = Children First Medical Group

7 City Health Urgent Care

201 Dolores Avenue
San Leandro, CA 94577
Monday – Friday: 9 am – 7 pm
Saturday – Sunday: 9 am – 5 pm
Phone Number: **1.510.984.2489**

*Appointments can be scheduled online.
Patients must be two (2) months or older.
Walk-ins accepted.
(No CHCN/CFMG members.)*

9 Progressive Urgent Care

22101 Redwood Road, Suite B
Castro Valley, CA 94546
Monday – Sunday: 9 am – 9 pm
(including holidays)
Phone Number: **1.510.605.5330**

*Cannot assist with sprains or broken bones.
No Radiology Department available.
Patients must be 21 years or older.*

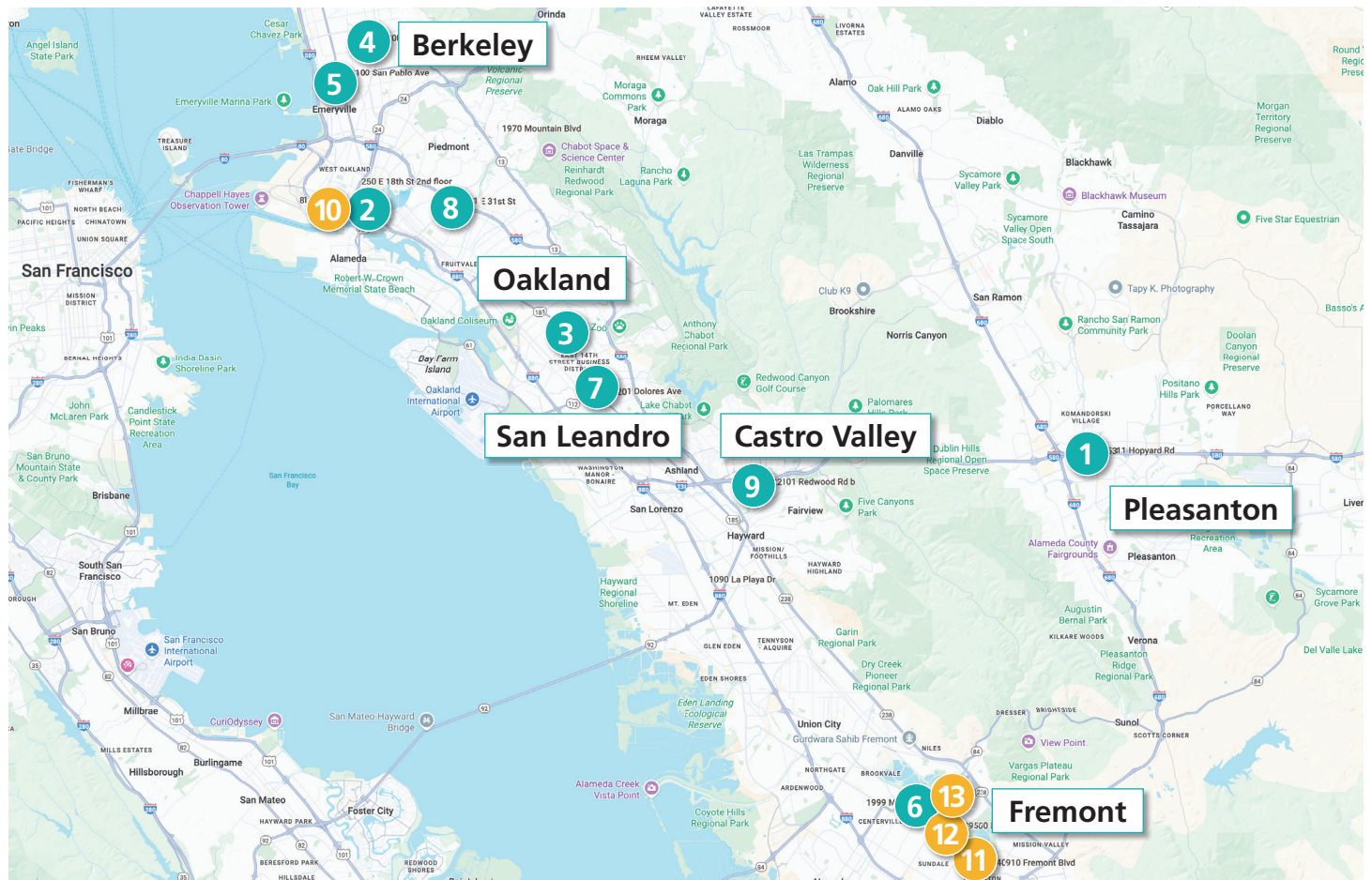
8 Highland Urgent Care (Same-Day Clinic)

1411 E. 31st St
Critical Care Building, 7th Floor
Oakland, CA 94602
Monday – Saturday: 8:30 am – 7 pm
Phone Number: **1.510.437.8500**
*Patients must be 21 years or older.
Walk-ins accepted.*



Urgent and After-Hours Care Clinic Map

Check the number on the map to find the clinic closest to you.



Clinics with After-Hours Care, Extended Office Hours, and Weekend Care

Below are clinics with after-hours care, extended office hours, and weekend care in the Alliance network. Please call the clinic before you go. You can also check the Alliance Provider Directory for the most recent information.

10 Asian Health Services – Chenming & Margaret Hu Medical Center

818 Webster Street
Oakland, CA 94607
Saturday: 8:30 am – 1 pm
Phone Number: **1.510.986.6800**
For Alliance members who are assigned to Asian Health Services.

11 Bay Area Community Health – Irvington Dave Clinic

40910 Fremont Boulevard
Fremont, CA 94538
Monday – Friday: 8 am – 7 pm
Sunday: 8 am – 5 pm
Phone Number: **1.510.770.8040**

12 Bay Area Community Health – Liberty Clinic

39500 Liberty Street
Fremont, CA 94538
Monday – Thursday: 8 am – 7 pm
Saturday: 8 am – 5 pm
Phone: **1.510.770.8040**

13 Bay Area Community Health – Mowry II Clinic

1999 Mowry Avenue, Suite A/D/F/N
Fremont, CA 94538
Convenient Care
Monday – Friday: 5 pm – 8 pm
Phone Number: **1.510.770.8040**

Transportation Services

Do you need a ride to get to your appointment? Please call the Alliance Transportation Service, Modivcare, toll-free at **1.855.791.4158**.

Please schedule the ride request at least three (3) business days before the appointment. For urgent appointments, please call as soon as possible. Please have the Alliance member ID card ready when you call. You can also download and use the Modivcare App from the Apple App Store® or Google Play® on your smartphone or tablet to schedule a ride.

We Are Here for You

If you have any questions or need help with an interpreter, please call:

Alliance Member Services Department
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4567**
Toll-free at **1.877.932.4567**

If you cannot hear or speak well (CRS/TTY): **711/1.800.735.2929**

Please Note: This content was reviewed as of March 2026.
Please check the online Alliance Provider Directory
for a full list of clinics at **www.alamedaalliance.org**.



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