FAQ- UCSF Birth Center (on divert)

Please call 415-353-1787 when you think you’re in labor.

What is divert?
Divert is when a patient who presents to the Birth Center is informed they will need to go to another facility to receive their care. Divert is dependent on availability of beds & safe staffing at any given time. We know this is not ideal, and we only do this if absolutely unavoidable for your own safety. We have full confidence in the below hospital systems we partner with and that you will get excellent care in their hands.

What happens when the Birth Center is on DIVERT Status
If in the event the Birth Center is on divert at the time of your delivery, the Obstetrics Emergency Department (OB ED) will let you know the next steps and guide you including:
- Which hospital you will go to (will take consideration of what’s closest to your home)
- Our clinical team will do a warm handoff to other hospital (so they will expect you)

If you are diverted, a member of our Outpatient team will call you to:
- Ensure all post-partum necessary appts are scheduled
- Review any outstanding questions you may have (i.e. medical records, insurance/billing)
- Provide resources as needed

Important Phone Numbers
- For inquiries regarding billing, please contact the Patient Financial Services Team at (866) 433-4035 or patient.financialservices@ucsf.edu
- Call the OB Call Center team at (415) 353-2566 to schedule your follow-up postpartum appointment or Outpatient Lactation appointments.

Possible hospitals you may be diverted to:

San Francisco
Zuckerberg San Francisco General
Family Birth Center, Building 25, 2nd flr, 1001 Potrero Ave. (entrance is at Potrero and 23rd St) (628) 206-8725
*Our ZSFGH colleagues (midwives & OBGYNs) and UCSF residents will care for you at this location

Birth Center Overview and Tour: https://zuckerbergsanfranciscogeneral.org/location/family-birth-center/
Billing & Insurance: (628) 206-8448; https://zuckerbergsanfranciscogeneral.org/patient-visitor-resources/billing-insurance/
Medical Records: (628) 206-4432

CPMC Birth Center, Van Ness Campus
1101 Van Ness Avenue, Registration is located on the hospital lobby, 2nd Floor, Birth Center is located on 5th floor, San Francisco, CA, 94109 (415) 600-2100
*Our colleagues at Golden Gate OBGYN will care for you at this location

Birth Center Information: https://www.sutterhealth.org/services/pregnancy-childbirth/preparing-for-your-delivery-cpmc
Birth Center Virtual Tour: https://www.youtube.com/watch?v=d6e0ZewXqUM
Patient Billing and Claims: (855) 398-1633; https://www.sutterhealth.org/for-patients/billing-insurance
Medical Records: https://www.sutterhealth.org/for-patients/request-medical-record

Updated October 2021
North Bay
MarinHealth Medical Center
   250 Bon Air Road, Greenbrae, CA
   (415) 925-7575 (Labor and Delivery)

Birth Center Overview and Tour: https://www.mymarinhealth.org/programs-services/pregnancy-childbirth/maternity-care/labor-delivery/

Patient Billing Services: (415) 925-7070
   https://www.mymarinhealth.org/patients-visitors/medical-center-patients-visitors/billing-insurance/

Medical Records: (415) 925-7270 (Option 1)
   https://www.mymarinhealth.org/patients-visitors/medical-center-patients-visitors/medical-records/

East Bay
Alta Bates Summit Medical Center
   2450 Ashby Avenue, 3rd Floor (entrance Webster/Colby)
   Berkeley, CA 94705
   (510) 204-1572 (Labor and Delivery)

Birth Center Overview and Tour: https://www.sutterhealth.org/find-location/facility/alta-bates-campus-birth-center

Hospital Billing: (855) 398-1633
   https://www.sutterhealth.org/absmc/for-patients/billing-insurance

Medical Records: https://www.sutterhealth.org/absmc/for-patients/request-medical-record

John Muir Medical Center
   1601 Ygnacio Valley Rd, L&D back entrance next to ER, Walnut Creek, CA 94598
   (925) 947-5303 (Labor and Delivery)


Patient Billing Services: (866) 751-2459
   https://www.johnmuirhealth.com/secure/contact-us-patient-billing-services.html

Medical Records: (925) 947-5373

South Bay
Mills Peninsula Family Birth Center
   1501 Trousdale Drive, Building C, 2nd floor, Burlingame, CA 94010
   (650) 696-5545 (Labor and Delivery)

Birth Center Overview: https://www.sutterhealth.org/find-location/facility/mills-peninsula-family-birth-center

Patient Billing Services: https://www.sutterhealth.org/mills/for-patients/billing-insurance

Medical Records: https://www.sutterhealth.org/mills/for-patients/request-medical-record.html

Good Samaritan Hospital
   2425 Samaritan Dr., main entrance next to ER, Elev B to the 2nd Fl, San Jose, CA 95124
   (408) 559-2327 (Labor and Delivery)

Birth Center Overview and Tour: https://goodsamsanjose.com/service/birthing-center

Patient Billing Services: (888) 253-1108
   https://goodsamsanjose.com/patient-financial/contact

Medical Records: https://goodsamsanjose.com/patients/medical-records-birth-registry.dot

Stanford
   725 Welch Road, 2nd Floor of West Building, Palo Alto, CA 94304
   (650) 723-5403 (Labor and Delivery)

Birth Center Overview and Tour: https://www.stanfordchildrens.org/en/service/labor-and-delivery

Patient Billing Services: (800) 549-3720
   https://stanfordhealthcare.org/for-patients-visitors/billing.html

Medical Records: (650) 723-5721
   https://stanfordhealthcare.org/for-patients-visitors/medical-records.html