

# 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](mailto: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, 2<sup>nd</sup> Floor, Birth Center is located on 5<sup>th</sup> 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>

## 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, 3<sup>rd</sup> 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) 947-5330 (Labor and Delivery)

**Birth Center Overview and Tour:** <https://www.johnmuirhealth.com/services/pregnancy-obgyn-new-parent-services/birth-center-tour.html>

**Patient Billing Services:** (866) 751-2459

<https://www.johnmuirhealth.com/secure/contact-us-patient-billing-services.html>

**Medical Records:** (925) 947-5373

<https://www.johnmuirhealth.com/patients-and-visitors/request-medical-record.html>

## South Bay

### Mills Peninsula Family Birth Center

1501 Trousdale Drive, Building C, 2<sup>nd</sup> 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>

### Good Samaritan Hospital

2425 Samaritan Dr., main entrance next to ER, Elev B to the 2<sup>nd</sup> 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, 2<sup>nd</sup> 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>