




Where Should I Go for Care?

			
	Emergency Room (ER)/ Emergency Department (ED) Severe or life-threatening illness/injury	Urgent Care Mild/acute condition, cannot see primary doctor <i>Follow-up with provider after</i>	Primary Care (General Practitioner/Internal Medicine) Mild condition, routine/preventative care
Symptoms How do I feel?*	<ul style="list-style-type: none"> • Chest pain/cannot breathe • Severe injuries or broken/dislocated bones • Going into labor • Head or eye injuries • Weakness/numbness or slurred speech • Heavy bleeding or vomiting/coughing blood 	<ul style="list-style-type: none"> • Sprains/Strains • Minor injuries (small cuts, bites, burns) • Controlled bleeding • Sore throat 	<ul style="list-style-type: none"> • Coughs & Colds • Stomach issues • Skin issues • Vaccines/Health screening • Mild fever in children & adults
Services Offered What type of care might I receive?	<ul style="list-style-type: none"> • Emergency surgery (if needed) • Medication • Imaging (such as X-rays) 	<ul style="list-style-type: none"> • Medication • Blood work • May recommend ER if serious • May do imaging 	<ul style="list-style-type: none"> • Vaccinations or blood work • Quick checkup • Prescriptions • Referrals for specialty care or imaging
Hours	Open 24 hours a day, every day	Every day, hours vary by location	Weekdays, usually 9-5 (by appointment only)

A Guide to Medical Visits

- If it is your first visit with a medical provider, arrive an hour ahead of your scheduled appointment time to fill out important paperwork and get registered as a patient. You will be asked to give a phone number so that the office can reach you for appointment reminders and test results.
- Call to cancel your appointment in advance and to reschedule for another day.
- For all visits after your first visit, we recommend arriving 30 minutes before your appointment time.
- Remember to bring your insurance card to every visit (if you have received it). You can see an image of what the card may look like on the last page of this document.
- It is your right to ask for an interpreter; many locations, including emergency rooms, are required to provide them. An interpreter is fluent in English and in your preferred language and is trained in medical terms to make sure both you and your provider receive the right information.
- If you are not feeling well, please wear a mask. They may be available where you go for care.
- During your visit you may be asked about:
 - any serious illnesses that family members have had in the past (for example, heart disease, diabetes, and cancer)
 - any allergies you have
 - past hospitalizations
 - medical care you received, like labs, medical tests, and vaccines (also known as immunizations)
- Your medical providers are required by law to protect information that is shared privately and are not allowed to share your private medical information with other people. Health information is not shared with immigration officials or anyone else unless required by law to do so.