Where to Get Healthcare When It's Not an Emergency

Unsure of where to get care when you are sick or injured?

It's important to call your Primary Care Provider (PCP) when you're sick or have questions about your health. They know what's best for you and your healthcare needs. If you can't get a hold of your PCP, a visit to your closest Urgent Care Clinic, Walk-In Medical Center, or Emergency Room may be necessary, depending on the medical circumstance.

Urgent Care Clinics and Walk-In Medical Centers can provide care for a wide range of medical needs. Things like non-life-threatening illnesses, infections, and minor injuries. Many are open seven days a week. They may offer evening, weekend, and/or holiday care, or telehealth visits. Some Urgent Care Clinics offer services such as X-rays or lab testing.

Please call the Urgent Care Clinic/Walk-In Medical Center of your choice to be sure they can provide the services you need.

Examples of when to see your PCP may include:

- Routine health screenings
- Annual physical or well-visits
- Medication refills
- Treatment of common illnesses or infections
- Allergies or sinus issues
- Referrals to specialists
- Chronic disease management
- Vaccinations

If you can't reach your PCP or their answering service, we're here for you. Please call the HUSKY Health Nurse Helpline at 1.800.859.9889 to speak to a registered nurse 24 hours a day, 7 days a week.

Examples of when to go to an Urgent Care Clinic/ Walk-In Medical Center include:

- Mild/Moderate COVID-19, cold or flu-like symptoms
- Headache/migraine
- Urinary Tract Infections (UTIs)
- Back pain
- Nausea, vomiting, or diarrhea
- Ear pain or eye irritations
- Mild rashes, minor burns, or skin infections
- Minor injuries

Examples of when to go to the Emergency Room include:*

- Chest pain
- Difficulty breathing
- Broken bones and dislocated joints
- Head or eye injuries
- Severe pain
- Bleeding from a large, open wound
- New onset slurred speech, facial drooping, weakness
- Suicidal thoughts (or call/text 988 for Suicide & Crisis Lifeline)
- Changes in mental state
- Fainting or loss of consciousness

For immediate emergency medical assistance, call 911.

To find an Urgent Care Clinic or Walk-In Medical Center near you, scan the QR code below. To do so, open your smartphone's camera, point it at the code, and follow the link that appears. You can also visit: https://www.huskyhealthct.org/members/Member%20PDFs/Urgent_Care_Brochure.pdf

If you go to the Emergency Room, an Urgent Care Clinic, or Walk-In Medical Center, please schedule a follow-up appointment with your PCP within seven days of your visit. If you don't have a PCP, Member Engagement Services can help you find one. Please call us at 1.800.859.9889, Monday through Friday, 8:00 a.m. - 6:00 p.m.

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