

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 see your Primary Care Provider (PCP) regularly. Your PCP can help you 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 healthcare provider, a visit to your closest Urgent Care Clinic, Walk-In Medical Center, or Emergency Room may be necessary, depending on the medical circumstance. The grid below can help you determine when to use an Urgent Care Clinic or Walk-In Medical Center and when to use the Emergency Room at the hospital.

When should you go to your PCP?



Examples Include:

- Routine health screenings
- Annual physical or well exams
- Sick visits
- Vaccinations
- Referrals to specialty providers
- Chronic disease management
- Allergies or sinus issues
- Sore throat, cough, or congestion
- Urinary tract infections
- Tests and screenings
- Fever lasting 24+ hours
- Nausea, vomiting, and diarrhea

When should you go to an Urgent Care Clinic/Walk-In Medical Center?



Examples Include:

- Mild/Moderate COVID-19, cold, or flu-like symptoms
- Ear pain or eye irritations
- Mild rashes, minor burns, or skin infections
- Sprains, strains, and minor sports injuries
- Small cuts that might require stitches

When should you go to the Emergency Room?



*Examples Include:**

- Chest pain and shortness of breath
- Broken bones and dislocated joints
- Head or eye injuries
- 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
- Severe pain

**For immediate emergency medical assistance dial 911*

To find an Urgent Care Clinic or Walk-In Medical Center near you, please [click here](#).

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 7 days of your visit. To speak to a registered nurse 24 hours a day, 7 days a week, please call the HUSKY Health Nurse Helpline at 1.800.859.9889. 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.

Community Health Network of Connecticut, Inc. and the HUSKY Health program comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. ATTENTION: If you speak a language other than English, language assistance services are available to you, free of charge. Call 1.800.859.9889 (TTY: 711) for assistance.

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.800.859.9889 (TTY: 711).

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1.800.859.9889 (TTY: 711).

