

Know Before You Go

A guide for where to go when you need medical care



WHAT CAN YOUR PRIMARY CARE PHYSICIAN DO FOR YOU?

Your PCP provider is your first point of contact and most likely will be the first to see signs of things like depression, chronic disease, or other health concerns. Their job is to make sure you get the right care in a way that fits your needs and values. This could include managing those symptoms or referring you to a specialist when necessary.

SAME-DAY APPOINTMENTS WITH A PRIMARY CARE PHYSICIAN:

Many primary care providers offer same-day appointments for urgent needs. If your PCP is already booked for that day, you may be able to see another provider for a same-day appointment.

ACCESSING CARE OUTSIDE OF CLINIC HOURS:

If you are experiencing an urgent but non-life-threatening condition outside of scheduled office hours, you may reach the on-call physician by calling your primary care physician's office.

If you are a new patient, want to schedule an appointment, or have any questions please call your primary care physician's office.

OTHER FACILITIES AND SERVICES:

URGENT CARE	VIRTUAL CARE	EMERGENCY ROOM
<ul style="list-style-type: none">• Cost: \$• Shorter Wait Times• No Appointment Needed• Urgent Care Delivered at Home*• Conditions Treated Include:<ul style="list-style-type: none">◦ Minor cuts, sprains, burns & rashes◦ Fever and flu symptoms◦ Headaches◦ Minor respiratory symptoms	<ul style="list-style-type: none">• Cost: \$• Schedule Appointments via Phone, Online or Mobile App**• Hours of Operation: 24/7 Daily• Conditions Treated Include:<ul style="list-style-type: none">◦ Allergies & Asthma◦ Cold, Flu & Fever◦ Cough & Sore Throat◦ Skin Problems◦ Pink Eye◦ Minor Muscle or Joint Pain◦ Nausea, Vomiting, Diarrhea◦ Urinary Tract Infections	<ul style="list-style-type: none">• Cost: \$\$\$• Longer Wait Times• Conditions Treated Include:<ul style="list-style-type: none">◦ Sudden numbness, weakness◦ Uncontrolled bleeding◦ Seizure or loss of consciousness◦ Shortness of breath◦ Chest pain◦ Head injury◦ Blurry or loss of vision

ADDITIONAL RESOURCES:

For urgent conditions that are not life-threatening:

Visit: healthplan.memorialhermann.org --> click on "Find a Location" page --> select your coverage option --> Use the "Provider Type" drop down menu to search for an urgent care near you.

*Urgent Care Delivered at Home to You through DispatchHealth:

DispatchHealth delivers healthcare to people with complicated health issues, helping them recover safely and comfortably at home while lowering medical costs. Find out more information or Request a Visit here: <https://request.dispatchhealth.com/>.

**Accessing Virtual Care using Teladoc:

Go to Teladoc.com and click "set up account" or you can call (800) TEL-A-DOC (835-2362). You can also visit teladoc.com/mobile to download the app and click "activate account".

IF THIS IS A MEDICAL EMERGENCY, PLEASE DIAL 911.