MY PRIMARY CARE CLINICIAN IS:

_____

WHERE SHOULD I GO FOR THE CARE I NEED?
CHOOSING THE RIGHT CARE

	PRIMARY CARE CLINICIAN	WALK-IN/URGENT CARE	EMERGENCY ROOM (ER)
WHEN TO SEE	• Routine care and checkups. • Chronic illness or lifestyle management. • Sick visits and testing – flu, strep throat, urinary tract infection (UTI), etc. • Flu shots and vaccinations. • Minor injuries. • Annual wellness visit.	• Non life-threatening injuries or illnesses. • Primary care clinician is not available.	• Serious and/or life-threatening medical issues only - signs of heart attack or stroke such as sudden chest pain, sudden numbness/weakness, difficulty breathing, etc. • For non-life-threatening concerns call your primary care clinician before going to the Emergency Room.
HOURS	• Usually Monday through Friday. • Available by phone after the office closes every day for urgent matters. • Check with the office for exact hours. • Extended hours some days.	• Extended hours most days. • Weekends and holidays.	• Always open.
HOW TO ACCESS	• Call the office. • Same-day or next-day appointments may be available. • Telehealth available.	• No appointment required. • Go to Walk-In location. • Download Bayhealth@Home app to access Bayhealth's Virtual Urgent Care.	• Go to closest Emergency Room. • No appointment required. • For life-threatening medical issues call 911.
OTHER	• Can refer to specialist and coordinate with them when necessary. • Everyone should have a primary care clinician.	• Copayment generally costs more than primary care visit, but less than Emergency Room visit. • Virtual Urgent Care may have a flat fee or copayment.	• For less serious or non-life-threatening issues, may be a longer wait time. • Wait times depend on the number of patients and severity of other cases. • Copayment costs more than primary care or Walk-In/Urgent Care.

Bayhealth®
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IMPORTANT STEPS TO KEEP YOUR PRIMARY CARE CLINICIAN INFORMED ON YOUR HEALTHCARE:
• Give your primary care clinician's name and contact information whenever you go to a Walk-In/Urgent Care or Emergency Room.
• Call your primary care clinician to let them know you received care at a Walk-In/Urgent Care or Emergency Room.