

TELEHEALTH: Urgent Needs During COVID-19

Not everything can be handled with a telehealth appointment. Emergencies make it more likely that you must leave your home and get care in person.



- Call your primary care provider to ask if a visit to Urgent Care or the Emergency Department is needed.
- Call 911 in an emergency!
- If you have questions about how your local Urgent Care is handling COVID-19 safety measures, you can call and ask.

Examples of Common Reasons to Visit Urgent Care/Emergency Room

URGENT CARE:



Dehydration



Cuts/scratches



Ear infection



Sprains

EMERGENCY ROOM:



Heart attack symptoms
(severe chest pain, shortness of
breath, jaw pain, nausea)



Head injury



Severe difficulty breathing

Even in an Emergency, do what you can to stay safe:

If you leave home, know your 3 Ws!



WEAR
a cloth mask
over your nose
and mouth.



WAIT
6 feet apart.
Avoid close
contact.



WASH
your hands
or use hand
sanitizer.

You have the right to free language assistance to ensure meaningful access to health care, in person or virtually. Ask your provider about interpreter services or if you have any additional questions.

