

Primary Care, Urgent Care, Emergency Department

You have options when it comes to receiving care. Know where to go and when.

	Primary Care 	Urgent Care 	Emergency Department 
When	<ul style="list-style-type: none"> It's not urgent and you feel it can wait for an appointment with your primary care team. You need a prescription renewed. 	<ul style="list-style-type: none"> Your condition is not life-threatening and/or you are not in extreme pain, but sudden symptoms mean you can't wait until an appointment with your primary care team. 	<ul style="list-style-type: none"> You have a serious or life-threatening condition and need immediate attention.
Why	<ul style="list-style-type: none"> Often, your care team knows you and your medical history. Can manage known medical needs most efficiently. You have an appointment which means less waiting. Typically, this option has the lowest co-pay. 	<ul style="list-style-type: none"> Typically, Urgent Care offers expanded hours beyond those of primary care. You will be seen same-day; wait times vary. A helpful option if you do not have a primary care provider. 	<ul style="list-style-type: none"> Equipped with life-saving equipment and providers Open 24/7. Patients are seen based on how sick or injured they are, not who arrives first. Wait times can be long for less serious conditions.
Symptoms & Conditions	<ul style="list-style-type: none"> Sprains. Flu or cold. Sore throat. Urinary tract infection. Minor abdominal pain. Sinus or ear infections. Rashes. Diarrhea. Nausea, vomiting or stomach flu. Conjunctivitis (pink eye). 	<ul style="list-style-type: none"> Small cuts that may need stitches. Sprains or minor bone breaks. Colds, sore throat, earaches or bronchitis. Nausea, vomiting, stomach flu (more than 24 hours). Minor abdominal pain or diarrhea. Rashes and minor allergic reactions. Bites (animal, human, reptile). Wound infection. Sudden back pain. 	<ul style="list-style-type: none"> Symptoms of heart attack. Symptoms of stroke. Chest pain. Difficulty breathing. Choking. Severe abdominal pain. Severe headache. Seizures. Severe burns. Neck, head or spine injuries Major bone breaks. Sexual assault. Mental health crisis.

To find a UVM Health Network Urgent or Express Care clinic near you, visit UVMHealth.org/WalkIn or scan this code:



TIPS

- ▶ While this information is meant to help you decide where to go for the care you need, **visit the nearest Emergency Department or call 911 if your issue may be serious or life-threatening.**
- ▶ For all other issues, if you are unsure where to go for care, please call your primary care office. Most offices have a provider on-call 24/7 who can discuss your symptoms and tell you where to seek care.

Mental Health Primary Care, Mental Health Urgent Care, Emergency Department

	Mental Health Primary Care	Mental Health Urgent Care	Emergency Department
When	<ul style="list-style-type: none"> It's not urgent and you feel it can wait for a standing appointment. 	<ul style="list-style-type: none"> For adults with non-emergency needs, but who cannot wait until an appointment or who do not have a primary care team. 	<ul style="list-style-type: none"> Your condition poses a risk to yourself or others and you need immediate care.
Why	<ul style="list-style-type: none"> At Central Vermont Medical Center, Porter Medical Center and UVM Medical Center, you can get mental health care at primary care practices. Often, your care team knows you and your medical history. You have an appointment which means less waiting in the office. 	<ul style="list-style-type: none"> Mental Health Urgent Care is a free walk-in service located in Burlington. Offerings provided in a calm therapeutic environment include: assessments, brief interventions, peer support, safety planning, assistance with medications and referrals. Also, a helpful option if you do not have a primary mental health 	<ul style="list-style-type: none"> Equipped for extended interventions. Open 24/7.

Mental Health Urgent Care

Mental Health Urgent Care (MHUC) provides a bridge between emergency and primary care, much like traditional physical health urgent care. It is for people who need mental health services, support and treatment but do not require a trip to the emergency department.

MHUC is available to adults age 18 and older who are seeking immediate, same-day care for mental health concerns or who are experiencing a self-defined crises.

Hours:

Monday– Friday
9 am– 5 pm

Phone:

802-488-6482

Address:

1 South Prospect Street
Burlington, VT 05401



Additional numbers to call for assistance:

National Suicide & Crisis Lifeline:
Dial 988

Essential Community Services:
Dial 211