

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

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

## 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**