

Where to go for care?

For most medical problems, you should go to your regular health care provider first. You get the best care because they know you and your medical history. During regular hours, call your doctor's office.

This information is provided by the Alaska Medicaid Coordinated Care Initiative (AMCCI).

Doctor's Office, Urgent Care Clinic or Emergency Room?

A guide to help you choose the best place for health care

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THANK YOU!



Where you go for your care matters

For most medical problems, you should go to your regular health care provider first. You get the best care because they know you and your medical history.

Doctor's Office or Clinic

The best place to get care is a doctor's office or clinic for common illnesses, minor injuries, and routine health exams. Your doctor can also help you manage your health over time.

You should make an appointment with your doctor's office for:

- Common illnesses such as colds, flu, ear aches, sore throats, migraines, fever or rashes
- Minor injuries such as sprains, back pain, minor cuts and burns, minor broken bones, or minor eye injuries
- Regular physicals, prescription refills, vaccinations, and screenings
- A health problem where you need advice

Usually open during regular business hours.
May have some extended hours and weekend appointments.

Urgent Care Clinics

When your doctor is not available, urgent care clinics provide attention for non-life threatening medical problems or problems that could become worse if you wait.

Urgent care clinics provide walk-in appointments and are often open seven days a week with extended hours.

When your regular doctor or health care provider is not available, you should go to an urgent care clinic for:

- Common illnesses such as colds, the flu, ear aches, sore throats, migraines, fever, rashes
- Minor injuries such as sprains, back pain, minor cuts and burns, minor broken bones, or minor eye injuries

Usually open extended hours into the evening and on weekends. Some urgent care clinics are open 24 hours a day, seven days a week.

No matter where you go for care, be sure to bring a list of the current medications you are taking.

Hospital Emergency Rooms

You should use a hospital emergency room for very serious or life-threatening problems. An emergency is a sudden injury or illness that if not treated right away, could cause death or permanent harm. If you are pregnant, it could mean harm to you or your baby's health.

If you're experiencing emergency symptoms, don't wait! Call 911 or get to your nearest hospital emergency room. Some examples of an emergency are any of the following:

- Poisoning
- Broken bones
- Chest pain
- Difficulty breathing or shortness of breath
- Unconsciousness (black out)
- Sudden dizziness, weakness, or loss of coordination or balance
- Numbness in the face, arm or leg
- Sudden blurred vision
- Convulsions or seizures
- Sudden severe headache (not a migraine)
- Sudden severe abdominal pain
- Severe burns
- Coughing or vomiting blood
- Deep cuts or bleeding that won't stop
- High fevers
- Any vaginal bleeding during pregnancy
- Suicidal thoughts
- Drug overdose
- Any other condition you believe is life threatening

Open 24 hours a day, 7 days a week, 365 days a year.

