

How To Choose Between The Primary Care Clinic, Urgent Care and the Emergency Room (ER)

When you are feeling sick or have an injury, there are many places you can go for medical care: a primary care clinic, an urgent care center, a retail health clinic or the emergency room. This is a quick guide to help you know where to go. This guide is for educational purposes only. Always contact your provider with any specific questions about your healthcare.



Primary Care Clinic

For non-emergency situations

- Your provider knows your health history, including medications and chronic conditions.
- Lower cost than the emergency room
- Shorter wait times
- Your provider can refer you to a specialist or other medical professionals.
- Contact your dialysis clinic before going to the emergency room (contact your primary care provider if the issue is unrelated to kidney disease).
- Option of virtual care through your phone or computer



Urgent Care or Retail Health Clinic

If you can't reach your provider or need care outside of regular office hours

- Walk-in clinics found in many large pharmacies and retail stores
- Treat simple conditions, such as cold, flu, ear infections and skin conditions
- Staffed by nurse practitioners and physician assistants
- Physicians on staff can provide care for a greater range of conditions, including performing x-rays.



Emergency Room (ER)

For urgent, acute and life-threatening conditions

- If you have a health emergency, call 911 or go to the emergency room right away.
- Do not visit the ER for routine care or minor illness. One of the other options will save you time and money and clear the way for patients in need of emergency treatment.
- Contact your dialysis clinic after discharge from the hospital or ER and to reschedule any missed dialysis treatments.

My primary care provider:

My transplant center:

My kidney provider:

My home care:

My dialysis clinic:

My pharmacy: