

# IS IT AN EMERGENCY?

Clinic Name: \_\_\_\_\_ Office Phone: \_\_\_\_\_

AFTER HOURS Phone Number: \_\_\_\_\_

Our Preferred Urgent Care: \_\_\_\_\_

## Non-Urgent:

You should make an appointment with your

### Primary Care Physician

- Cold/Flu Symptoms
- Earaches
- Mild Backaches
- Mild Sprains
- Rashes
- Sore Throat/Cough
- Toothaches

## TeleHealth

### (Virtual Visits) Primary Care via Telehealth

- Allergies
- Bronchitis
- Colds and Flus
- COVID Symptoms
- Earache
- Headache
- Hives
- Insect Bites
- Pink Eye
- Rashes
- Sinusitis

If your provider does not offer Telehealth visits, consider using the **McLaren Now App**  
[mclaren.org/mclarennow](http://mclaren.org/mclarennow)

## Semi-Urgent:

Needs Medical Care and can wait a few hours.

You should contact your Primary Care

Physician and/or go to Urgent Care Facility for treatment

- Accidents and Falls
- Moderate Sprains
- Moderate Backaches
- Mild Breathing Difficulty (i.e. Asthma)
- Minor Cuts with Controlled Bleeding
- Eye Irritation/Redness
- Cold/Flu Symptoms WITH fever
- Vomiting/Diarrhea with Dehydration
- Severe Sore Throat or Cough
- Minor Broken Bones or Fractures (fingers/toes)
- Skin Rashes and Infections
- Urinary Tract Infections
- Minor Injuries
- Minor Burns

## Urgent:

You should go to your nearest Hospital Emergency Department

- Severe Chest Pain or Difficulty Breathing
- Compound Fracture (bone protrudes through skin)
- Convulsions/Seizures
- Loss of Consciousness
- Fever in Newborn (less than 3 months old)
- Heavy, Uncontrollable Bleeding
- Deep Knife or Gunshot Wounds
- Moderate to Severe Burns
- Poisoning
- Serious Head/Neck or Back Injury
- Pregnancy-Related Problems
- Severe Abdominal Pain
- Signs of Heart Attack (chest pain lasting longer than 2 minutes)
- Signs of Stroke (loss of vision, sudden numbness, weakness, slurred speech or confusion)
- Suicidal or Homicidal Thoughts/Feelings
- Vomiting up Blood

When in doubt, patients who feel their symptoms require immediate medical attention may choose to go to a hospital emergency department, where medical professionals can determine which level of care is required.