

## 1. Primary Care Support

During business hours, call your primary care clinic if you experience any health concerns. An in-clinic or virtual visit might be available.

Contact: Pacific Medical Centers

Phone: (888) 472-2633

## 2. After Hours Support

If you experience an urgent health concern after hours that cannot wait until the next business day, your insurance may provide a Nurse Advice Line for advice on next steps (see the back of your health insurance card).

Phone:

If you do not have the Nurse Advice Line and you have an urgent health concern after hours that cannot wait until the next business day, call (888) 472-2633 then choose the clinic where you receive care to be connected to the after-hours phone line.

## 3. Urgent Care / ExpressCare Virtual

Urgent and ExpressCare can see you when you can't get into a PacMed clinic. Reserve your spot online to avoid a wait for Urgent Care clinics.

**Urgent/Express Care:** <https://www.providence.org/services/urgent-care> (888) 227-3312

**Urgent/Express Care near you:** \_\_\_\_\_

**ExpressCare Virtual Visits:** <https://www.providence.org/services/expresscare-virtual>

## 4. Support Team

If you don't know what to do, you have a support team to call on. This could be a family member, friend, neighbor, Care Manager, Social Worker, Community Health Worker, or RN Help Line from your insurance.

**Contact:** \_\_\_\_\_

**Phone:** {    } \_\_\_\_\_

## 5. Emergency Department

If you are experiencing a medical emergency or a life-threatening condition with severe symptoms, call 911!

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## Urgent Care

### MultiCare Indigo Urgent Care

31861 Gateway Center Blvd S Suite A, Federal Way, WA 98003  
253) 652-7215  
Hours: Daily: 8 AM-8 PM

### UW Medicine Urgent Care

Hours: Daily: 8 AM-8 PM  
(253) 839-3030  
Hours: Monday-Friday: 10 AM-8 PM, Saturday & Sunday: 8 AM-6PM

### Virginia Mason Walk In Care

33501 1st Way S, Federal Way, WA 98003  
(206) 460-5543  
Hours: Monday-Friday: 8 AM-8 PM, Saturday: 8 AM-6 PM, Sunday: Closed

### MinuteClinic at CVS

33520 21st Ave SW, Federal Way, WA 98023  
(866) 389-2727  
Hours: 8 AM-7 PM, Saturday & Sunday: 9 AM-5:30 PM

### Providence ExpressCare - Virtual Visits



Reserve Your Spot: <https://www.providence.org/services/expresscare-virtual>



SIMPLY THE RIGHT CARE

1.888.472.2633

[www.PacMed.org](http://www.PacMed.org)

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## Where to go when you need care

Get the right care at the right time and right place.



SIMPLY THE RIGHT CARE

[www.PacMed.org](http://www.PacMed.org)

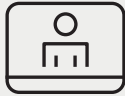
## PRIMARY CARE



- Cost-effective care for acute/ chronic conditions and preventive care
- Non-urgent mental health and substance use
- Same day appointments often available

**Low-cost option**

## VIRTUAL VISIT



- Affordable, convenient care for common conditions
- Same day appointments may be available for primary care, urgent care or express care
- Available up to 7 days/week

**Low-cost option**

## URGENT CARE



- Cost effective alternative to the ED for illness or injuries that aren't life threatening
- No appointment needed

**Medium-cost option**

## EMERGENCY ROOM



- Risk of Self-harm or harm to others
- Life-threatening conditions
- Severe symptoms that occur suddenly and unexpectedly

**High-cost option**

	PRIMARY CARE	VIRTUAL VISIT	URGENT CARE	EMERGENCY DEPT
	\$	\$	\$\$\$	\$\$\$\$
ALLERGIC REACTION	•		•	•
BACK PAIN	•		•	
BLADDER, URINARY OR YEAST INFECTION	•	•	•	
BROKEN BONES			•	•
CHEST PAIN				•
COLD & FLU SYMPTOMS	•	•	•	
DIABETES	•	•		
MINOR HEAD INJURY	•		•	
HEADACHE/MIGRAINE	•		•	•
HEAD TRAUMA WITH LOSS OF CONSCIOUSNESS				•
DENTAL PAIN			•	•
DIFFICULTY BREATHING	•		•	•
DIZZINESS	•		•	•
EAR PAIN/INFECTION	•	•	•	
FAINTING	•		•	•
FEVER	•	•	•	
HIGH BLOOD PRESSURE	•		•	
SADNESS FOR 2 WEEKS OR MORE; UNCONTROLLED WORRYING	•	•	•	
THOUGHTS OF SELF-HARM OR HARM TO OTHERS	CALL NATIONAL SUICIDE PREVENTION HOTLINE: 988			
ALCOHOL AND DRUG USE	•	•		
ALCOHOL/SEDATIVE WITHDRAWAL OR OVERDOSE				•
MILD ASTHMA	•		•	
NAUSEA/VOMITING/DIARRHEA	•	•	•	
POISON INGESTION	CALL POISON CONTROL FIRST: 1-800-222-1222			
SEIZURES				•
SEVERE BLEEDING				•
SINUS INFECTION	•	•	•	
SKIN RASH OR INFECTION	•	•	•	
SPRAINS	•	•	•	
STITCHES			•	•
MINOR OR RECURRENT STOMACH PAIN	•	•	•	
SEVERE STOMACH PAIN				•
STREP THROAT	•	•	•	
SUDDEN LOSS OR CHANGE IN VISION				•