



**FOR HMO MEMBERS**

Key Medical Group wants to remind members about all the advantages of using

**URGENT CARE**

**What to do Before going to the Emergency Room or Urgent Care:**

- Call your Primary Care Physician (PCP) first unless you feel that you cannot safely wait.
- In major emergencies, call 9-1-1 for an ambulance or proceed directly to the nearest emergency room.

**What to do After visiting the Emergency Room or Urgent Care:**

- Call your Primary Care Physician (PCP) as soon as possible.

**What is Urgent Care?**

Urgent Care does not replace your primary care physician (PCP), who is responsible for all of your medical care, but is available to provide non-emergency **urgent** care services when your primary care physician is not able to see you. Urgent Care is available with extended hours into the evenings and weekends. No appointment or referral is necessary.

**Does urgent care replace emergency room visits?**

Urgent care is not intended to replace emergency room visits for serious, life threatening emergencies. It should be used as a sensible alternative to the emergency room for minor illnesses and injuries.

**Will my insurance cover urgent care?**

Key Medical Group has contracted with several urgent care facilities and the care you receive at those contracted urgent care offices are covered. **Typically the co-pay for Urgent Care is much less than the co-pay for the Emergency Department.**

**How long will I have to wait?**

Wait times vary but are usually faster than the wait times in the emergency rooms. The urgent care staff will treat you as quickly as possible and some allow you to call in ahead of time and make a same day appointment.

**After contacting my PCP,  
when should I go to an  
urgent care?**

Less severe injuries/illnesses can be taken care of in an urgent care.

Examples include:

- Fractures ( no bone visible)
- Sprains / Strains
- Cuts and Abrasions
- Fever / colds /coughs / earaches
- Diarrhea or Stomach Cramps
- Sore Throats
- Sinus Problems
- Urinary Tract Infections
- Skin Allergies / Rashes
- Insect / Animal Bites

**After contacting my PCP,  
when should I go to the  
emergency room?**

For serious, life threatening conditions or call 9-1-1

Examples include:

- Chest pain / Heart attacks
- Stroke or one sided weakness or numbness
- Fractures (with bone visible)
- Severe Bleeding
- Severe abdominal pain
- Difficulty breathing
- Head injury or other major trauma
- Loss of consciousness (pass out)

**FACILITIES**

**Key Medical Group**

**Urgent Care Locations:**

*Hours subject to change. Please contact location to confirm.*

**Porterville**

**Sequoia Family Medical Center 559-781-3700**

590 W. Putman

Porterville, CA

Mon-Fri 7:45 a.m. – 8:00 p.m.

Weekends 8:30 a.m. – 3:00 p.m.

**Visalia**

**Kaweah Delta Urgent Care 559-624-6090**

1633 S. Court

Visalia, CA

Daily 8:00 a.m. – 8:00 p.m.

**Sequoia Prompt Care 559-624-4800**

1110 S. Ben Maddox Way

Visalia, CA

Mon – Fri 9:00 a.m. – 8:00 p.m.

Weekends 10 a.m. – 6:00 p.m.

Sequoiapromptcare.org

**Visalia Walk-In Medical Clinic 559-627-5555**

2431 W. Caldwell

Visalia, CA

Daily 8:00 a.m. – 7:00 p.m.

**Premier Walk-In Medical 559-625-6080**

5344 W. Cypress Ave. Suite 102

Visalia, CA

4025 W. Caldwell Ave. Suite A

Mon – Fri 8:00 a.m. – 7:00 p.m.

Weekends 9:00 a.m. – 2:00 p.m.

**Hanford**

**Adventist Health Physician Network**

**Same-Day Appointment Center 559-583-4516**

1524 W Lacey Blvd # 101

Hanford, CA 93230-5969

Mon – Fri 7:00 am- 7:00 pm

Weekends and holidays 8:00 a.m. -12:00 p.m.