

Not Urgent, not Life-threatening

Your Primary Care Provider

For **normal aches and pains**, or **if you are sick**, you should call your primary care provider (PCP). Many medical offices are open late, and on weekends. **Even when the office is closed, someone may be able to help you, including an on-call doctor.** This helps you get the care you need, when you need it.

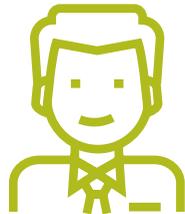
PCP name/phone:

Your Primary Care Dentist (PCD)

See your PCD for dental check-ups, teeth cleaning, fillings, and dentures.

PCD name/phone:

If you don't remember who your PCP or PCD is, see your ID card or check with your health plan.



Primary Care Provider/Dentist

Urgent, but not Life-threatening

Urgent Care Center

Call your doctor first. Even if the office is closed someone may be able to help you. If you are not able to reach your doctor, you can go to an urgent care center if you are sick or have a minor injury. For example, you may have a **fever, sore throat, headache, ear pain, or vomiting**. Or you may have a **nose bleed, minor burn, simple fracture, or cut**.

Urgent and Emergency Dental Care

Sometimes, quick action is needed to keep a problem from getting worse. See your dentist for **toothaches, swollen gums, a lost filling, severe pain, serious infection and swelling, or a broken or knocked out tooth**. To get urgent care, call your dentist first, even if the office is closed. Someone may be able to talk to you or give you a way to reach an on-call dentist.

Always call your PCP or PCD to follow up after going to an urgent care center.



Urgent Care Center

Urgent and Life-threatening

Emergency Room / 911

If you have a serious medical problem, call 911 or visit an emergency room right away. Examples of problems are **choking, trouble breathing, severe injury, severe burn, bleeding that doesn't stop, chest pain, a seizure, or stroke**. Note: The signs of a stroke can be a sudden face sag, weak arm or leg, or trouble speaking.

Always call your PCP to follow up after going to an emergency room.



Emergency Room

Behavioral Health **Crisis**



If you feel like you are having a behavioral health crisis, feel like you may harm yourself or others—you can speak to a behavioral health specialist by calling the **behavioral health crisis line toll-free at (866) 638-7103. TTY users call (800) 221-2832.**

This service is free and available 24 hours a day, 7 days a week.

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 431-4135 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (800) 431-4135 (TTY: 711)。

Urgent Care **Facilities**

BEND

Bend Memorial Clinic

Eastside Clinic, 1501 NE Medical Center Dr, (541) 706-6400

Old Mill District, 815 SW Bond St, (541) 706-2552

Family Choice Urgent Care,* 108 NW Sisemore St, (541) 213-2133

Mtn. Medical Immediate Care,* 1302 NE 3rd St, (541) 388-7799

St. Charles Health

Immediate Care Bend East, 2600 Neff Rd, (541) 706-3700

Immediate Care Bend South, 61250 SE Coombs Pl, (541) 706-5930

REDMOND

Bend Memorial Clinic, 865 SE Veterans Way, (541) 550-4602

Your Care Medical, 3818 SW 21st Pl, Ste 100, (541) 548-2899

**Contact the clinic to find out which insurance plans are accepted.*

Dental Care **Organizations**

Advantage Dental Services, toll-free (866) 268-9631

Capitol Dental Care, toll-free (800) 525-6800

ODS Community Health, toll-free (800) 342-0526

Willamette Dental, toll-free (855) 433-6825

TTY users, call 711

Poison Control, toll-free (800) 222-1222

Help with food or shelter, call 211

You can get this document in another language, large print, or another way that's best for you:

Call toll-free (800) 431-4135. TTY users call (800) 735-2900.

Usted puede recibir este documento en otro idioma, impreso en letra más grande o de cualquier otra manera que sea mejor para usted. Llame al número gratuito (800) 431-4135. Los usuarios del servicio TTY pueden llamar al (800) 735-2900.

Where to go for care

If you or one of your family members are sick or hurt, it's important to know where to get care. Use this guide to help you decide.

