



KEY MEDICAL GROUP, INC.

3335 S. FAIRWAY VISALIA, CA 93277 (559) 735-3892 FAX (559) 735-3894 OR (559) 734-6203

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
- Sports Injuries

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
Mon - Fri 7:45 a.m. – 8:00 p.m.
Weekends 8:30 a.m. – 3:00 p.m.

Living Water Clinic 559-784-5483

222 W. Henderson
Mon - Thur 8:00 a.m. – 6:00 p.m.
Friday 9:00 a.m. – 6:00 p.m.
Saturday 8:00 a.m. – 2:00 p.m.

Sierra View Urgent Care 559-784-1110

263 North Pearson Drive
Mon - Fri 4:00 p.m. – 11:00 p.m.
Weekends/Holidays 11:00 a.m. – 9:00 p.m.

Visalia

Kaweah Delta Urgent Cares

1633 S. Court 559-624-6090
3600 W. Flagstaff Ave 559-624-6800
Daily 8:00 a.m. – 8:00 p.m.

Sequoia Prompt Care 559-624-4800

1110 S Ben Maddox Way
Mon – Fri 9:00 a.m. – 8:00 p.m.
Weekends 10:00 a.m. – 5:00 p.m.
Sequoiapromptcare.com

QuickCare 559-738-7555

5400 W Hillsdale Ave
Mon – Fri 8:00 a.m. – 8:00 p.m.
Saturday 8:00 a.m. – 5:00 p.m.
Sunday 9:00 a.m. – 2:00 p.m.

Visalia Walk-In Medical Clinic 559-627-5555

2431 W. Caldwell
Daily 8:00 a.m. – 7:00 p.m.

Hanford

Adventist Health Physician Network

Same-Day Appointment Center 559-583-4516

1524 W Lacey Blvd # 101
Mon – Fri 7:00 am - 7:00 pm
Weekends/Holidays 8:00 a.m. - 12:00 p.m.