



KEY MEDICAL GROUP, INC.

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FOR HMO MEMBERS

KEY MEDICAL GROUP wants to remind members about all the advantages using

URGENT CARE

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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 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. 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.

Fractures (no bone visible)
Sprains/Strains
Cuts and Abrasions
Fever/colds/cough/earaches
Sore Throats
Sinus Problems
Urinary Tract Infections
Skin Allergies
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. Putnam
Mon – Fri 8:00 a.m.-8:00 p.m.
Sat 9 a.m. - 6:00 p.m.
Sun 9 a.m.- 3:00 p.m.

Visalia

Kaweah Delta Urgent Care
1633 S Court 559-624-6090
3600 W Flagstaff 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.
Sat 8:00 a.m.- 5:00 p.m.
Sun 9:00 a.m.- 2:00 p.m.

Premiere Walk In Medical Caldwell 559-733-4505
4025 W Caldwell Ave Ste A
Mon-Fri 8:00 a.m.-6:00 p.m.
Weekends 9:00 a.m.-2:00 p.m.

Hanford

Adventist Health Physician Network Same-Day Appointment Center 559-537-0305
1524 W Lacey Blvd #1
Mon-Fri 7:00 a.m.-7:00 p.m.
Weekends/Holidays 8:00 a.m.-12:00 p.m.