

Get the right care at the right time

The following information will help you understand who to call during specific medical situations to get the right care, advice and help when you need it.

Prescription refill requests

Call your pharmacy first. If you encounter a problem, call your doctor or the prescriber during regular hours. Allow 24-48 hours for refills.

Questions and advice

Call your primary care provider's office. If you don't reach someone directly, leave a message and expect a response within 1-2 days. If it's urgent, indicate that you have an urgent question or need. Many providers also respond via email.

Medical emergency

For situations that require immediate attention (bleeding, breathing problems, loss of consciousness, choking, etc.) call 9-1-1 right away.

My personal contacts

EAP Cascade Centers	800-433-2320
My primary care provider	
My pharmacy	
My closest hospital ER	
My closest urgent care clinic	
Specialty provider	
My emergency drivers <i>(friend/family)</i>	

Where to go?

CARE OPTION	DESCRIPTION	HOURS
Primary care provider	Your doctor's office is open for appointments for acute illnesses and other health concerns. Call early to get a same-day appointment.	Typically open weekdays from 7:30 A.M. – 6 P.M.
Urgent care clinic	Visit the closest urgent care clinic if your primary care provider is not available and you need attention right away, but don't think it's an emergency.	Usually open all days, evenings and weekends. Walk in to be seen promptly.
Retail health clinic	Walk-in clinics are located in area stores, pharmacies and business centers.	Typically open weekdays from 8 A.M. – 5 P.M. No appointment is needed, but can be arranged.
Traveling?	Walgreens Take Care Clinics and CVS MinuteClinics are located across the country for walk-in medical and pharmacy needs.	
Emergency room	Located inside hospitals to treat patients seeking immediate emergency care.	Open 24 hours a day, seven days a week, 365 days a year.

Please check for in-network providers and clinics.

To schedule a meeting with Healthy Foundations or if you need help with access issues, understanding your treatment plan instructions or staying proactive in your healthcare, call us toll-free at 855-232-6899.