

After Hours Care Instructions

If you have an urgent medical need after our health center hours, go to either the emergency room or one of the following urgent care clinics. Whether you choose to visit the emergency room or an urgent care clinic depends on what type and the severity of your ailment. The purpose of the Emergency Room is to assess and treat people who are in danger of losing their lives (or limbs!). If you go to the emergency room when you do not have a true emergency you will likely spend longer waiting and more money. Urgent care centers are walk-in clinics (no appointment necessary) for immediate health concerns that do not require a trip to the emergency room.

Choosing a Clinic

Determining which clinic to visit is not cut and dry but a personal decision. The below chart is intended to provide you with guidelines and is in no way diagnostic.

Remember to bring identification and your insurance card.

Urgent Care Clinic	The Emergency Room
<ul style="list-style-type: none"> • fever without rash • painful urination • difficulty urinating • common sprains • minor fractures (ie. fingers and toes) • minor burns • cold symptoms (stuffy nose, sore throat, cough) • earache • mild to moderate asthma symptoms • bleeding/wounds that likely won't require stitches • minor rashes/skin infections • diagnostic services: x-rays and laboratory tests such as blood draws, urinalysis, and rapid strep 	<ul style="list-style-type: none"> • high fever (above 102°F) • fever with rash or blistering • sudden/sever/unrelenting pain • allergic reactions • broken bones • dislocated joints • serious burns • chest pain • severe shortness of breath (can't get air) • severe, persistent vomiting or diarrhea • continuous bleeding • deep wounds • sudden, severe headache • severe abdominal pain • sudden weakness or dizziness • sudden change of vision • head or eye injuries • sudden/unexplained change in mental status (ie. unconsciousness or confusion) • seizures or convulsions (particularly if you have not previously been diagnosed with epilepsy)

Mental Health Crisis

If you or someone you know is experiencing a mental health crisis there is an on-call counselor 24 hours a day to assist you. To reach the on-call counselor, contact your Resident Assistant, other resident life staff, or Campus Public Safety. They will contact the on-call counselor, and we will return your call as soon as possible, generally in less than one half hour.

Howard Center Crisis Services provides 24-hour, 7-days a week emergency services for adults experiencing an emotional or psychiatric crisis.

You can also call 911 during a mental health crisis.

Campus Public Safety: 802.865.6465.

Howard Center Crisis Services: 802.488-6400

Contact Information

Emergency Room

UVM Medical Center Emergency Department

111 Colchester Avenue, Main Campus, West Pavillion, Level 1, Burlington, VT

802.847.2434

Hours: 24/7, every day

Urgent Care Clinics

Champlain Medical Urgent Care

150 Kennedy Drive, South Burlington, VT

Telephone: 802.448.9370

Hours: 8am-6pm, Monday-Saturday

Fanny Allen Urgent Care

790 College Parkway, Colchester, VT

802.847.0000

Hours: 8am-8pm, every day

Clear Choice MD

1200 Williston Road, South Burlington, VT

Telephone: 802.448.8205

Hours: 8am-8pm, every day

Concentra

7 Fayette Drive, Unit 1, South Burlington, VT

Telephone: 802.658.5756

Hours: 7am-7pm, Monday-Friday; 9am-1pm, Saturday

Consider the Cost

Never hesitate visiting the emergency room for a medical emergency. It is important to consider that if you choose to use the emergency room for non-emergency care, your health care plan likely will not contribute to the cost of service. Due to the extensive equipment and staffing of an emergency room, it is more expensive to run and thus more expensive (2-3 times more expensive!) to visit.

You may also want to be aware of your plan's deductible. The deductible is the minimum you must spend out of pocket before your insurance "kicks in".

The table below illustrates the difference in cost you might expect when visiting an urgent care center versus visiting the emergency room. "What your plan pays" and "what you will owe" are given as ranges because these values will depend on whether you've met your deductible, whether your plan covers the specific visit.

	<u>Urgent Care Center</u> <i>Routine Care</i>	<u>Emergency Room</u> <i>Routine Care</i>
Provider's Fee (What the doctor charges)	\$300	\$1000
Your Copay (Upfront Cost)	\$20	\$50
Your Plan Pays	\$0-280	\$0-950
You will owe (All said and done)	\$20-300	\$50-1,000

For more information on this topic, visit: <http://fairhealthconsumer.org/reimbursementseries.php?id=19>