

- ▶ [Member Forms](#)
- ▶ [Your Member Savings](#)
- ▶ [Health & Wellness](#)
- ▶ [Our Plans](#)
- ▶ [Medicare Options](#)
- ▶ [Pharmacy Program](#)
- ▶ [Our Foundation](#)
- ▶ [Careers](#)
- ▶ [Learning Center](#)



Email Print Text Size

[Home](#) > [Visitor](#) > [Find a Doctor](#) > [Urgent Care](#)

## Where to get urgent care

If you think you're having a **medical emergency**, call **911** or go to the nearest emergency room.

If you need medical care and your primary care provider's office isn't open, you have options other than the ER: Convenient Care Clinics/MinuteClinic and Urgent Care Centers.

To find Harvard Pilgrim-participating centers/clinics, use our [Provider Directory](#) (search *Urgent Care Centers*, *Convenient Care Clinics* or *MinuteClinic*).

Understand the differences of your care options	Common Symptoms	Pros and Cons
<p><b>Convenience care center</b> - walk-in, retail clinics like MinuteClinic in Massachusetts</p>	<ul style="list-style-type: none"> <li>• Bronchitis</li> <li>• Ear infections</li> <li>• Eye infections</li> <li>• Skin conditions like poison ivy and ringworm</li> <li>• Strep throat</li> </ul>	<ul style="list-style-type: none"> <li>• Walk-in care for common illnesses that typically require straightforward treatment</li> <li>• Staffed by board-certified nurse practitioners</li> <li>• Open seven days a week, including evenings and weekends*</li> <li>• Lower-cost alternative to ER care – typical office visit cost-sharing applies</li> <li>• To be covered by Harvard Pilgrim, it must be one of our <a href="#">participating facilities</a></li> </ul>
<p><b>Urgent care center</b> - freestanding facility not affiliated with a hospital</p>	<ul style="list-style-type: none"> <li>• Burns, rashes, bites, cuts and bruises</li> <li>• Infections</li> <li>• Coughs, cold and flu</li> <li>• Minor injuries</li> <li>• Respiratory infections</li> <li>• Sprains and strains</li> </ul>	<ul style="list-style-type: none"> <li>• Offers medical treatment for illnesses or injuries that require immediate attention but are not life threatening</li> <li>• Same-day appointments and walk-in service</li> <li>• Nurse practitioners, physician assistants and nurses typically provide most care with doctor overseeing clinic</li> <li>• Extended hours, including evenings and weekends*</li> </ul>

		<ul style="list-style-type: none"> <li>• Shorter waiting times than the ER</li> <li>• Lower-cost alternative to ER care—typical office visit cost-sharing applies</li> <li>• To be covered by Harvard Pilgrim, it must be one of our <a href="#">participating facilities</a></li> </ul>
<p><b>Emergency room (ER)</b> - part of a local hospital</p> <p>If you think you're having a medical emergency, call 911 or go to the nearest emergency room.</p>	<p>Symptoms to go to ER include, but not limited to:</p> <ul style="list-style-type: none"> <li>• Choking</li> <li>• Convulsions</li> <li>• Heart attack</li> <li>• Loss of consciousness</li> <li>• Major blood loss</li> <li>• Seizures</li> <li>• Severe head trauma</li> <li>• Shock</li> <li>• Stroke</li> </ul>	<ul style="list-style-type: none"> <li>• Open 24/7</li> <li>• Doctors on-site</li> <li>• Longer waiting periods due to life-threatening emergencies being treated first</li> <li>• Costs more than urgent or retail care centers</li> <li>• You will typically pay a higher copay than an office visit and services are typically subject to a deductible</li> </ul>

**To learn more about your cost sharing**

Visit the [My Plan Documents](#) section of *HPHConnect*.

\*Clinic hours, capabilities and types of services vary based on individual facility. Be sure to call and ask before you go.