

Your Doctor, Urgent Care or the Emergency Department?

Choosing the best care for your child

When do I go to my primary care provider's office?

You should see your child's doctor for most medical issues. They know your child's medical history best and can help manage your child's overall health.

If it is a **serious or life-threatening illness or injury, or a mental or behavioral health emergency**, call 911 or go to your nearest emergency department (ED) (learn more below).

What does a primary care provider treat?

- A health problem where you need advice
- Regular physicals, prescription refills, vaccinations and screenings
- Sports physicals or return-to-play clearance after concussion
- Common illnesses and minor injuries like:

Allergies	Dizziness	Nausea
Minor asthma attacks, burns, cuts	Earache and ear infection	Pink eye
Bronchitis	Fever (children over 2 months old)	Rash
Colds	Headache	Sore throat
Cough	Head injury (minor and without loss of consciousness)	Sprain or strain
Dehydration	Insect or minor dog bite	Stitches
Diarrhea		Stomach pain (mild)
		Urinary infection

How to find a primary care provider

Call your Healthy Options Medicaid plan or insurance company.

When do I go to Urgent Care?

You can go to urgent care when your child has an illness or injury that is **not life-threatening or a mental or behavioral health emergency**, and you cannot get into your primary care provider. A referral is not required. Seattle Children's offers 3 urgent care options:

- Urgent Care Clinics
- Orthopedic Injury Urgent Care
- Psychiatric Urgent Care Clinic

Urgent Care Clinics

seattlechildrens.org/urgentcare



We offer in-person and telehealth (video) visits for certain medical illnesses and injuries that do not require the services of an emergency department. **We treat medical needs only, not mental or behavioral health concerns.**

- **Hours:** In-person and virtual urgent care services are available 365 days a year, including holidays. Hours vary by location.
- **Locations:** In-person clinics in Bellevue, Everett, Federal Way and Seattle. Video visits anywhere in Washington state.
- **How to schedule a visit:** Go to seattlechildrens.org/urgentcare or call 206-987-2211 for a same-day appointment. Limited walk-in visits available.

1 of 5

To Learn More

- Seattle Children's Urgent Care 206-987-2211
- Seattle Children's Orthopedic Injury Urgent Care 206-987-2109
- Seattle Children's Psychiatric Urgent Care 206-987-2164
- Your child's healthcare provider

Free Interpreter Services

- In the hospital, ask your nurse.
- From outside the hospital, call the toll-free Family Interpreting Line, 1-866-583-1527. Tell the interpreter the name or extension you need.



Seattle Children's
HOSPITAL • RESEARCH • FOUNDATION

Your Doctor, Urgent Care or the Emergency Department?

Orthopedic Injury Urgent Care

seattlechildrens.org/ortho-urgent-care



We treat children, teens and young adults with urgent orthopedic and sports-related injuries that occurred within the last 48 hours and do not need the services of an emergency department. This includes sprains, strains and broken bones. X-ray, casting and bracing services are available.

- **Hours:** In-person urgent care services are available from 5 p.m. to 9 p.m., Monday through Friday. Closed on major holidays. Last walk-in appointment is 8 p.m.
- **Location:** Seattle Children's Hospital, 4800 Sand Point Way NE in Seattle
- **How to schedule a visit:** Go to seattlechildrens.org/ortho-urgent-care to make a same-day, in-person appointment at Seattle Children's hospital campus in Seattle. Walk-in visits available.

Urgent Care Clinics and the ED also treat orthopedic and sports-related injuries.

Psychiatric Urgent Care Clinic

seattlechildrens.org/psychiatric-urgent-care



We provide same-day urgent mental health support for children and teens ages 4 through 17 who do not need the services of an emergency department. **The Psychiatric Urgent Care Clinic treats only mental and behavioral health concerns, not medical needs.**

- **Hours:** In-person and virtual urgent care services are available from 12 p.m. to 8 p.m., 7 days a week. Closed on major holidays.
- **Location:** In person at Seattle Children's Magnuson at 6901 Sand Point Way NE in Seattle or by video visit anywhere in Washington state.
- **How to schedule a visit:** Go to seattlechildrens.org/psychiatric-urgent-care to make a same-day, in-person appointment or get in virtual line for a video visit. Limited walk-in visits available.

The ED also treats mental and behavioral health concerns. See pages 5 and 6.

For help finding a community mental health provider for non-urgent needs, contact the Washington Mental Health Referral Service for Children and Teens at seattlechildrens.org/clinics/washington-mental-health-referral-service.

When do I go to the Emergency Department (ED)?

Call 911 or go to the ED if your child has a **serious or life-threatening illness or injury, or signs of a mental or behavioral health emergency** (see below).

Seattle Children's ED is open 24 hours a day, 7 days a week. No appointment is needed. Call your child's doctor to ask about follow-up care after their ED visit.

What are some signs of a mental or behavioral health emergency?

- Your child is at immediate risk for harm due to suicidal thoughts or feelings, or requires emergency medical care due to self-harm or a suicide attempt
- Your child is at immediate risk of harming others
- Your child cannot take part in safety planning to avoid self-harm
- Your child has lost the ability to care for themselves or do the basic tasks needed to keep themselves clean or healthy
- You are concerned you cannot keep your child safe until they have an appointment

If your child or family needs help right away, call 911, go to your nearest ED or call or text 988 to reach the Suicide & Crisis Lifeline.

Your Doctor, Urgent Care or the Emergency Department?

Emergency or Urgent Care?

Illness/Injury	Where to go				
Allergies		Urgent Care	Virtual Urgent Care		
Asthma attack (minor)		Urgent Care			
Asthma attack (severe)	Emergency Department				
Bite (animal, human, insect)		Urgent Care	Virtual Urgent Care		
Bleeding that won't stop	Emergency Department				
Breathing difficulty	Emergency Department				
Broken bone (not bent)		Urgent Care		Orthopedic Injury Urgent Care	
Broken bone (bent, curved, looks deformed)	Emergency Department				
Burn (minor)		Urgent Care			
Burn (severe)	Emergency Department				
Cast problems	Emergency Department			Orthopedic Injury Urgent Care	
Cold symptoms, congestion		Urgent Care	Virtual Urgent Care		
Constipation		Urgent Care	Virtual Urgent Care		
Cough		Urgent Care	Virtual Urgent Care		
Cut (minor)		Urgent Care			
Cut (severe)	Emergency Department				
Diarrhea		Urgent Care	Virtual Urgent Care		
Ear pain		Urgent Care			
Eye infection		Urgent Care	Virtual Urgent Care		
Fever (infants less than 2 months old)	Emergency Department				
Fever (children over 2 months old)		Urgent Care			
Headache		Urgent Care			

Your Doctor, Urgent Care or the Emergency Department?

Illness/Injury	Where to go				
Head injury (no loss of consciousness)		Urgent Care	Virtual Urgent Care		
Head injury (with loss of consciousness or from extreme impact)	Emergency Department				
Injury advice for bones and joints		Urgent Care	Virtual Urgent Care	Orthopedic Injury Urgent Care	
Mental or behavioral health concerns (See box below)	Emergency Department				Psychiatric Urgent Care
Migraine headache	Emergency Department				
Nausea/vomiting		Urgent Care	Virtual Urgent Care		
Poisoning Call Poison Control right away if you suspect a poisoning: 1-800-222-1222	Emergency Department				
Rash		Urgent Care	Virtual Urgent Care		
Seizure	Emergency Department				
Shock	Emergency Department				
Sore throat		Urgent Care	Virtual Urgent Care		
Sprain or strain		Urgent Care		Orthopedic Injury Urgent Care	
Stomach pain (mild)		Urgent Care			
Stomach pain (severe)	Emergency Department				
Swallowed object	Emergency Department				
Ultrasound, CT scans or MRI studies	Emergency Department				
Urinary complaints		Urgent Care	Virtual Urgent Care		

Your Doctor, Urgent Care or the Emergency Department?

Emergency Department or Psychiatric Urgent Care? For Mental and Behavioral Health Concerns

Concern	Where to go	
Anxiety (worries or fears that impact daily life) • Panic attacks • Obsessions • Compulsions • Avoidance of social situations		Psychiatric Urgent Care
• Behavioral concerns with aggressive behavior toward self or others	Emergency Department	
Behavioral concerns without current aggressive behavior toward self or others • Meltdowns • Tantrums • Head banging • Excessive crying or yelling • Refusals to follow directions		Psychiatric Urgent Care
Depression (feelings of sadness or hopelessness that have impacted daily life for 2 weeks or longer)		Psychiatric Urgent Care
Disordered eating behaviors requiring medical testing or treatment. May include fainting, low heart rate, dizziness.	Emergency Department	
Disordered eating behaviors not requiring medical testing or treatment. May include: • Bingeing (eating a lot of food in short amount of time often) • Purging (throwing up after eating) • Restrictive eating (not eating enough)		Psychiatric Urgent Care
Ingestion of a harmful substance or overdose (intentional or unintentional)	Emergency Department	
Medicine evaluations without mental health treatment		Psychiatric Urgent Care
Self-harm behaviors requiring medical attention. May include: • Burning • Cutting • Scratching	Emergency Department	
Self-harm urges with no current need for medical attention		Psychiatric Urgent Care
Substance use concerns requiring medical testing or treatment	Emergency Department	
Substance use concerns not requiring medical care that are secondary to mental or behavioral health issues		Psychiatric Urgent Care
Suicidal thoughts or feelings without a current suicide attempt requiring medical attention		Psychiatric Urgent Care
Suicide attempt requiring medical attention	Emergency Department	

Seattle Children's offers free interpreter services for patients, family members and legal representatives who are deaf or hard of hearing or speak a language other than English. Seattle Children's will make this information available in alternate formats upon request. Call the Family Resource Center at 206-987-2201. This handout has been reviewed by clinical staff at Seattle Children's. However, your needs are unique. Before you act or rely upon this information, please talk with your healthcare provider.

© 2024 Seattle Children's, Seattle, Washington. All rights reserved.

11/24
PE1497