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NATURAL MEDICINE

All-hours and Urgent Care Resources

Free 24 hour health lines and websites:

- Your insurance company's health line (listed on the back of your insurance card, for example, Microsoft's Health Line 1-800-676-1411)
- Washington Poison Center: 1-800-222-1222, 24-hour health line for advice regarding poisonous substances and medication overdoses.
- www.SeattleChildrens.org Our local children's hospital has an excellent website filled with information on topics such as croup, bites and stings, constipation, first aid, and vomiting. Click on "Conditions" at the top of the screen and enter your search term.
- www.HealthyChildren.org A website run by the American Academy of Pediatrics (AAP) with articles, Q&A and safety tips. Click on "Health Issues" in the top menu, or on "Symptom Checker" partway down the screen on the right hands side.

Online-telehealth or urgent care services:

- Seattle Children's Virtual Urgent Care: Mon-Fri 1- 9pm, Sat-Sun 11am – 7pm
www.seattlechildrens.org/clinics/urgent-care-clinic/virtual-urgent-care/
- Swedish Express Care/Virtual: 8am-8pm every day, billable to insurance
https://virtual.swedish.org
- Mary Bridge Children's Hospital Virtual Urgent Care: Four physical locations with expanded hours, and virtual hours are M-F 9-5pm and Sat/Sun 10am-2pm
www.marybridge.org/services/urgent-care/virtual-urgent-care
- ZoomCare: all ages, take insurance, day and evening hours, select "VideoCare for telehealth appointment
www.zoomcare.com/schedule
- DoctorOnDemand: all ages, takes insurance, 24/7 access
www.doctorondemand.com
- KHealth: age 3+, either a monthly membership or a one time visit fee, 24/7 access
www.khealth.com/urgent-care
- Plush Care: all ages, takes insurance, 24/7 access
www.plushcare.com
- Teladoc: all ages, takes insurance, 24/7 access
www.teladoc.com

In person after-hours urgent care services:

- Seattle Children's Urgent Care Clinics: Bellevue, Everett, Seattle, Federal Way
  If your child has an illness that is not an emergency—such as a fever or an earache—and our office is closed, we recommend going to one of the 4 urgent care clinics offered by Seattle Children's. Schedule an appointment online by visiting: https://www.seattlechildrens.org/clinics/urgent-care-clinic/ or calling (206)987-2211. *Walk-in appointments are not accepted.*
  Hours: Mon-Fri 4:00pm-10:30pm, Sat-Sun: 11am-8pm, and all major holidays
- ZoomCare: www.zoomcare.com/locations (all ages, take insurance, day, evening and weekend hours, multiple locations in Puget Sound area)

When to go to Urgent Care vs. Emergency Room

Urgent care: When your child has an illness or injury that is not a medical emergency and it is after hours or you cannot get in to your primary care provider. Examples of this include:

- Minor allergic reactions (rash)
- Asthma/mild difficulty breathing/mild wheezing
- Fever that you have concern about in a child over 2 months of age
- Viral Illness such as influenza, COVID
- Pink eye
- Muscle sprains and strains
- Mild Injury, including head injury without loss of consciousness
- Minor/small burns
- Minor/small cuts, including those needing stitches
- Pain with urination or UTI
- Batting at ears/ear pain/ear discharge
- Rashes
- Sore throat
- Vomiting and diarrhea

Emergency room: Go to the ER for a serious illness or injury. If an illness or injury is life threatening, call 911 right away. Examples appropriate for an emergency room visit include:

- Allergic reactions (anaphylactic shock)
- Asthma/difficulty breathing/respiratory distress/significant wheezing
- Broken bones
- Burns
- Dehydration
- Overdose or ingesting poisonous substance
- Serious injury, including head injury with loss of consciousness, or head injury with neurologic symptoms (i.e. slurred speech, vision changes, loss of sensation)
- Fever in infants eight weeks of age or younger
- Seizure
- Severe pain, including abdominal pain
- Any suicidal thoughts