

CHOOSING THE BEST CARE FOR YOU AND YOUR FAMILY

The difference between primary, acute/same-day, and emergency care

Primary care

When do I go?

You should see your or your child's primary healthcare provider (PCP) for most medical issues. They know you or your child's medical history best and can help manage their health and coordinate care.

What do they 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
 - Minor asthma attacks
 - Burns, cuts
 - Colds
 - Cough
 - Constipation
 - Dehydration
 - Diarrhea
 - Dizziness
 - Earache and
 - Ear infection
 - Fever (children over 2 months old)
 - Headache
 - Head injury
(minor and without loss of consciousness)

- Insect or minor dog bite
- Nausea or vomiting
- Pink eye
- Rash
- Sore throat
- Sprain
- Stomach pain (mild)
- Urinary infection

What if I do not or my child doesn't have a PCP?

Call our scheduling line at 612-873-6963 or schedule your appointment online.

Acute/same-day and emergency care

When do I go?

Acute/same-day care

When you or your child has an illness or injury that is not a medical emergency or life-threatening, and you cannot get into your primary care provider.

Common illnesses/injuries that needs acute/same-day care:

- Allergies
- Asthma attack (minor)
- Bite (animal, human, insect)
- Burn (minor)
- Cold symptoms, congestion
- Constipation
- Cough
- Cut (minor)
- Diarrhea
- Ear pain
- Eye infection
- Fever (children over 2 months)
- Headache
- Head injury (no loss of consciousness)
- Injury
- Migraine headache
- Nausea/vomiting
- Rash
- Sore throat
- Stomach pain (mild)
- Genital/urinary complaints

When do I go?

Emergency care

When you or your child has a serious illness or injury. If the illness or injury is life-threatening, call 911 right away. Hennepin Healthcare's Emergency Department (ED) is open 24 hours a day, 7 days a week. No appointment is needed. After someone has an ED visit, they should follow up with their primary care provider.

Common illnesses/injuries that needs to be seen in the ED:

- Asthma attack (severe)
- Bleeding that won't stop
- Breathing difficulty
- Broken bone (bent, curved, or looks deformed)
- Burn (severe)
- Cast problems
- Cut (severe)
- Fever (children less than 2 months)
- Head injury (with loss of consciousness or from extreme impact)
- Mental or behavioral health concerns with potential for harm to self or others
- Poisoning
- Seizure
- Shock
- Sprain or strain
- Stomach pain (severe)
- Swallowed object
- Ultrasounds, CT scans, or MRI studies

Need more help?

To speak with a nurse about your symptoms to decide whether you should schedule an acute care appointment or go to the ED, call the nurse line: 612-873-6963, press 4, then press 5. For a different language follow the prompts for your language.

Locations for acute/same-day care

Location	Address	Adults or Children	Hours	How to get an appointment
Brooklyn Park Clinic	7650 Zane Avenue Brooklyn Park 55443	Adults and children	M – F 7:30 am – 5 pm	Schedule
Pediatric Clinic, Clinic & Specialty Center	3rd Floor 715 South 8th Street Minneapolis 55404	Children only	M – F 8 am – 5 pm	Schedule
Acute Care Clinic, Clinic & Specialty Center	2nd Floor 715 South 8th Street Minneapolis 55404	Adults only	M – F 8 am – 5 pm	Schedule
Whittier Clinic	2810 Nicollet Avenue Minneapolis 55408	Adults and children	M – F 8 am – 5 pm	Walk-in only