

Not sure where to get care when you are sick or injured?

This document can guide you to the right place to receive care for common symptoms or injuries. Please call your primary care office if your specific need isn’t mentioned. If you don’t have a primary care practitioner, call 475-246-9900 to find one. Urgent Care is also a great option to receive care for many medical needs - Yale New Haven Health Urgent Care clinics are open 7 days a week and have 24/7 virtual care. Go to <http://www.ynhhs.org/Urgent-Care/services> to learn more.

Symptoms / Injuries	Primary Care	Urgent Care In-Person or Video Visit	Emergency Department
Abdominal pain		 	 (Severe)
Allergic reaction		 	 (Severe)
Animal bites*		 	 (Severe)
Asthma (helping to manage symptoms & treat flare-ups)		 	 (Difficulty breathing)
Blood in stool			 (Severe)
Blood pressure checks			
Burns		 	 (Severe)
Chest pain			 (Severe)
Constipation		 	
Cough/congestion		 	 (Difficulty breathing)
Cuts/lacerations			 (Severe)
Diarrhea		 	
Drug or alcohol overdose			
Ear pain			
Extreme pain			
Eye injuries			 (Severe)
Fever		 	 (Very high)
Flu symptoms		 	 (Difficulty breathing)
General illnesses (RSV, strep, stomach flu)		 	
General lab services		 	
Head trauma/concussion			 (Severe)

Symptoms / Injuries	Primary Care	Urgent Care In-Person or Video Visit	Emergency Department
Headaches		 	 (Severe)
Heartburn/acid reflux		 	
Insect bites		 	
Loss of consciousness/fainting			
Nausea and vomiting		 	 (Severe)
Pain with urination with or without back pain		 	
Pelvic pain/discharge			
Physicals: Sports, camp, and school			
Sexually transmitted diseases (STDs) testing		 	
Shortness of breath		 	 (Difficulty breathing)
Sinus pain/pressure/drainage		 	
Skin pain/redness/swelling/rash		 	
Sore throat		 	
Sports injuries/sprains/strains		 	
Sudden dizziness, confusion, sudden weakness (concern for stroke)			
Suicidal thoughts	call/text 988 or go to https://988lifeline.org for the Suicide & Crisis Lifeline		
Tick bite		 	
Trouble walking, seeing, or talking (slurred speech)			
Vaccinations (Flu, Tdap, TD, Hep B) or PPD placement/reading			
Vaginal bleeding			 (Severe)
Vaginal discharge/irritation		 	

Notes:

- ***Animal bites:** if the patient is unfamiliar with the animal or the vaccines the animal has had, the patient should go to the ED, as there may be a concern for exposure to the rabies virus. The patient will need to go to the ED to receive the first shot.
- The poison control number for the state of CT/NY/RI is **1-800-222-1222**.
- In addition to the sites of care listed above, YNHHS also has four walk-in clinics that will treat patients for all items listed under urgent care in-person visits, except walk-in clinics do not conduct physicals.