

Right Care, Right Setting During COVID-19

Changes at Our Immediate Care/Urgent Care Centers

To better serve our patients and communities during the COVID-19 pandemic, we are designating certain immediate care/urgent care centers to serve only those patients presenting with COVID-19 symptoms. Other immediate care centers remain open to serve those without COVID-19 symptoms. In a few areas, a site may treat both COVID and non-COVID, but in separate, designated spaces. We are making these changes to keep our patients and teams safe while providing the right level of care in the right setting. Here's what you need to know:

- Modified immediate care/urgent care sites are not community testing sites, at this time, however limited testing is available for UC/IC patients as part of their clinical assessment.
- This model addresses our consumers' desire to separate COVID and non-COVID needs. It also encourages those in need of immediate non-COVID evaluation to seek care within our trusted facilities.
- Operational workflows are in place to direct patients who present to the appropriate immediate care/urgent care location based on our universal screening process.
- We are integrating these workflows into clinical pathways from the physician office, COVID-19 hotline, symptom checker, our websites and other channels.

Patients seeking urgent care (whether for COVID or non-COVID related issues) who exhibit any of the symptoms outlined in the [universal screening workflow](#) will be directed to a modified immediate care/urgent care site.

[Click here](#) for a list of immediate care/urgent care locations and their designations.