

Tufts Health Plan Network

Urgent Care Centers

Tufts Health Plan's network includes Urgent Care Centers. These centers are cost-effective alternatives available to you when your PCP is not available and you need care quickly. Urgent Care Centers are growing in numbers and are staffed by qualified doctors to treat:

- ▶ Head colds, ear or throat infections, stomach pain, fever, or headache (walk-in service for after-hours care)
- ▶ Minor trauma (e.g., eye injuries, or cuts and burns that do not respond to basic first aid)
- ▶ Back/muscle pain, strain, or sprain that cannot wait for PCP hours

- ▶ Any non-life-threatening illness or injury (broken bones)
- ▶ Sprains with swelling and discoloration
- ▶ Ear infections associated with severe pain, fever, or discharge from ear

Urgent Care Centers are not appropriate for medical situations that are emergencies or that need to be treated in a hospital setting.

AMBULATORY EMPLOYEE AND INDUSTRIAL OCCUPATIONAL URGENT HEALTH CENTER*

170 University Drive
Amherst, MA 01002
(413) 582-2363

489 Bernardston Road
Greenfield, MA 01301
(413) 773-1394

CARE CENTRAL - URGENT CARE CENTER*

286 Washington St.
Stoughton, MA 02072
(781) 742-4491

CAREWELL URGENT CARE*

510 Boston Road
Billerica, MA 01821
(978) 362-2288

58 Bedford Street
Lexington, MA 02420
(781) 538-4526

922 Highland Avenue
Needham, MA 02494
(781) 400-1383

42 Washington Street
Norwell, MA 02061
(781) 421-3503

484 Route 134
South Dennis, MA 02660
(508) 694-7901

345 Main Street
Tewksbury, MA 01876
(978) 851-4683

CONCENTRA

1 Harborside Drive
Boston, MA 02128
(617) 568-6500

140 Carando Drive
Springfield, MA 01104
(413) 746-4006

66 B Concord St.
Wilmington, MA 01887
(978) 657-3826

DOCTORS EXPRESS*

485 Granite St
Braintree, MA 02184
(781) 848-2273

370 Providence Hwy
Dedham, MA 02026

219 Centre Street
Malden, MA 02148

945 Worcester St
Natick, MA 01760
(508) 281-9211

129 Turnpike St
North Andover, MA 01845
(978) 470-0800

371 Broadway
Saugus, MA 01906
(781) 233-1000

415 Cooley St. Unit #3
Springfield, MA 01128
(413) 782-4878

1030 Main St.
Waltham, MA 02451
(781) 894-6900

376 Arsenal St
Watertown, MA 02472
(617) 923-CARE

18 Union St.
West Springfield, MA 01089
(413) 781-0100

HARBOR MEDICAL ASSOCIATES*

541 Main St. - Unit #414
South Weymouth, MA 02190
(781) 952-1280

HEALTH EXPRESS*

117 Old Church St
Pembroke, MA 02359
(781) 626-5170

330 Washington St
Weymouth, MA 02188
(781) 626-5160

NORWOOD URGENT CARE*

1210 Providence Highway
Suite E
Norwood, MA 02062
(781) 255-0500

PEDIATRICS WEST PC

19 Pierce Ave
Fitchburg, MA 01420
(978) 577-0437

19 Boston Road - Suite F
Groton, MA 01450
(978) 577-0437

133 Littleton Road
Westford, MA 01886
(978) 577-0437

URGENT CARE OF WILBRAHAM*

2040 Boston Road
Wilbraham, MA 01095
(413) 599-3800

URGI MEDICAL CENTER*

2 Jan Sebastian Drive
Sandwich, MA 02563

Accessible health care, any day—every day—24/7

In most cases, when you need care or treatment, your best option is to make an appointment with your PCP. If you're experiencing a medical emergency, call 911 or go to the nearest Emergency Room.

Here are some general guidelines for what to do when you need care or have questions:

Your PCP should be your first and best option whenever possible. See your PCP to:

- ▶ Get a checkup
- ▶ Get urgent or nonemergency care
- ▶ Ask general questions about your health
- ▶ Get a referral to see a specialist if required by your plan

If you need help choosing a PCP, please call the number on the back of your member ID card or visit our Doctor Search online.



Convenient Care Center

Consider using a local Convenient Care Center—located inside many pharmacies—when you need routine, non-urgent health services outside your PCP's office hours. They are staffed by nurse practitioners and physician assistants who can:

- ▶ Diagnose and prescribe medication to treat strep throat, pinkeye, and infections of the ears, nose, and throat
- ▶ Administer routine vaccinations for flu, pneumonia, pertussis, and more



Urgent Care Center

Consider an Urgent Care Center when your PCP is not available and you need care quickly but your care may not require a hospital setting. Urgent Care Centers are growing in numbers and are staffed by qualified doctors to treat:

- ▶ Head colds, ear or throat infections, stomach pain, fever, or headache (walk-in service for after-hours care)
- ▶ Minor trauma (e.g., eye injuries, or cuts and burns that do not respond to basic first aid)
- ▶ Back/muscle pain, strain, or sprain that cannot wait for PCP hours
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911 or Emergency Room

Call 911 or go to your nearest hospital emergency room if you think you have a medical condition that could endanger life or limb if not treated immediately. Some examples are:

- ▶ Chest or upper abdominal pain or pressure
- ▶ Uncontrollable bleeding or problems breathing
- ▶ Allergic reactions
- ▶ Fainting, sudden dizziness, weakness
- ▶ Changes in vision
- ▶ Confusion or changes in mental status
- ▶ Loss of sensation or movement in a limb
- ▶ Severe pain
- ▶ Suicidal feelings
- ▶ Difficulty speaking
- ▶ Any other symptoms that require immediate medical attention

And you can call our **FREE 24-Hour Nurseline** at 866-201-7919 anytime you have a question about your health or want more information about a condition.