

A guide to help you decide. “I’m sick or hurt. Where should I go?”

It is important to take care of health problems before they become serious.
Please call us at (716) 662-5357 to make an appointment or speak to a nurse for advice.

**Call 911
or go to
the ER!**

I feel like: I need immediate medical care for a serious illness or life-threatening injury. Examples:

- First time seizure
- Chest pain/pressure
- Vomiting blood
- Deep open wounds
- Severe and sudden pain
- Severe burn or bleeding
- Short of breath sudden/worse
- Sudden dizziness, weakness, change in vision, loss of coordination or balance

**Call or
see OPFP
on-call**

I feel like: I need medical care today, but feel safe to wait for a few hours. Examples:

- Migraine/headache
- Infections or ear ache
- Mild/moderate injuries
- Accidents/falls
- Nausea/Vomiting
- Fever over 101.5 °F
- Possible broken bone
- Animal or insect bite(s)
- Anxiety, panic attack
- Urinary symptoms

**Call or
see my
provider**

I feel like: I need medical care, but feel safe to wait for a day or more. Examples:

- Cold or flu
- Rash
- Sore throat
- Med refill/questions
- Cold symptoms
- Runny nose
- Vaccinations
- Routine visits
- Chronic aches & pains
- Diarrhea/Constipation

For dental or mouth issues, please call your dentist. Most dental concerns cannot be treated at a primary care office, urgent care or the emergency department.