



# In Home Urgent Care Plus

## Providing The Care You Need Is Our Primary Goal: Call Your Primary Care Doctor First

When you're not feeling well, where you receive care matters.

In some cases, you may need to seek immediate care at your local Emergency Department (ED). You should visit an ED if you're experiencing a serious, potentially life-threatening condition, such as trouble breathing, difficulty speaking, severe chest or abdominal pain, or sudden inability to use your hands, arms or legs.

But if you're not experiencing a life-threatening emergency, the best step is to call your primary care provider's office, even during early morning or nighttime hours.

You may even be referred to a new service like **In Home Urgent Care Plus**, where a medical team will come right to your home.

## What Is In Home Urgent Care Plus?

If your primary care provider believes you do not need to go to the ED, but you need to be evaluated by medical professionals before an office visit is possible, they may be able to arrange for the In Home Urgent Care Plus team to come to you.

The In Home Urgent Care Plus team is available 24 hours a day, seven days a week.

This expert medical team will typically arrive at your home within a few hours, where they can immediately evaluate your symptoms and provide a variety of tests and treatments. In addition, the team brings the equipment needed for you to have a video visit with a UPMC doctor, helping ensure all your questions are answered and that you receive the best care.

## Who Qualifies for In Home Urgent Care Plus?

You may qualify for the program if:

- You are a UPMC Health Plan member living in Allegheny County.
- Your primary care provider recommends the In Home Urgent Care Plus team for your care needs.

## Call Your Primary Care Team First

COVID-19 and other factors have increased the demand for all health care services, and this means longer wait times in the ED for patients with less severe symptoms.

UPMC is committed to delivering prompt, comprehensive care to every patient, and in the ED, those with the most serious conditions are given priority.

If you do not have a primary care provider, or cannot reach them, try [UPMC AnywhereCare](#) for a video visit from your tablet or smartphone 24/7. If their providers cannot address your symptoms remotely, they can send the In Home Urgent Care Plus team for hands-on care.

If you are not feeling well and it is not a significant medical emergency, **call your primary care provider first, even after regular office hours.** You may be referred to new services like **In Home Urgent Care Plus.**